

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30				1. REQUISITION NUMBER See Schedule		PAGE 1 OF 22	
2. CONTRACT NO. SP3300-14-C-0008		3. AWARD/EFFECTIVE DATE 2014 JUN 01		4. ORDER NUMBER		5. SOLICITATION NUMBER	
6. SOLICITATION ISSUE DATE		7. FOR SOLICITATION INFORMATION CALL:		a. NAME		b. TELEPHONE NUMBER (No collect calls)	
8. OFFER DUE DATE/ LOCAL TIME		9. ISSUED BY DLA DISTRIBUTION OFFICE OF PROCUREMENT - EBS 2001 MISSION DRIVE NEW CUMBERLAND PA 17070-5000 USA Local Admin: Genesis Griffin PNNAB59 Tel: 717-770-4503 Email: Genesis.Griffin@dla.mil		CODE SP3300		10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED OR <input checked="" type="checkbox"/> SET ASIDE: _____ % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS <input type="checkbox"/> HUBZONE SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM <input type="checkbox"/> SERVICE-DISABLED <input type="checkbox"/> EDWOSB NAICS: VETERAN-OWNED <input checked="" type="checkbox"/> 8 (A) SIZE STANDARD: SMALL BUSINESS	
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS Net 30 days		<input type="checkbox"/> 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		13b. RATING	
14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP		15. DELIVER TO SEE SCHEDULE		CODE		16. ADMINISTERED BY SEE BLOCK 9 Criticality: C PAS: None	
17a. CONTRACTOR/ OFFEROR AKIRA TECHNOLOGIES, INC DBA 10 G ST NE STE 710 WASHINGTON DC 20002-4288 USA		CODE 4HSQ0		FACILITY CODE		18a. PAYMENT WILL BE MADE BY DEF FIN AND ACCOUNTING SVC BSM P O BOX 369031 COLUMBUS OH 43236-9031 USA	
TELEPHONE NO. 2022485095		17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/>		18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED. <input type="checkbox"/> SEE ADDENDUM			
19. ITEM NO.		20. SCHEDULE OF SUPPLIES/SERVICES		21. QUANTITY		22. UNIT	
						23. UNIT PRICE	
						24. AMOUNT	
		See Schedule					
25. ACCOUNTING AND APPROPRIATION DATA See Schedule				26. TOTAL AWARD AMOUNT (For Govt. Use Only) \$380,777.77 EST			
<input type="checkbox"/> 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA				<input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.			
<input type="checkbox"/> 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA				<input checked="" type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.			
<input checked="" type="checkbox"/> 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED				<input checked="" type="checkbox"/> 29. AWARD OF CONTRACT: REF. _____ OFFER DATED 0000-00-00. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH, HEREIN IS ACCEPTED AS TO ITEMS:			
30a. SIGNATURE OF OFFEROR/CONTRACTOR				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER) 			
30b. NAME AND TITLE OF SIGNER (Type or Print)		30c. DATE SIGNED		31b. NAME OF CONTRACTING OFFICER (Type or Print) Joni Stephens joni.stephens@dla.mil PNNAB30		31c. DATE SIGNED 2014 MAY 30	

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT

32a. QUANTITY IN COLUMN 21 HAS BEEN

☐ RECEIVED ☐ INSPECTED ☐ ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

32b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32c. DATE	32d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE

32e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE	32f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE
	32g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

33. SHIP NUMBER	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT	37. CHECK NUMBER
<input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL			<input type="checkbox"/> COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL	
38. S/R ACCOUNT NO.	39. S/R VOUCHER NUMBER	40. PAID BY		

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT	42a. RECEIVED BY (<i>Print</i>)
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER	42b. RECEIVED AT (<i>Location</i>)
41c. DATE	42c. DATE REC'D (YY/MM/DD)
	42d. TOTAL CONTAINERS

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This acquisition is a Competitive Certified 8(a) Set-Aside to establish a firm-fixed price contract to provide Information Technology (IT) Support Services for on-site hardware, software, and technical support for approximately 800 employees for DLA Information Operations at New Cumberland PA located at Oklahoma City, OK.

Reference proposal submitted 5 September 2013 from Akira Technologies, Inc. in response to Solicitation SP3300-13-R-0010 with discussion responses dated 16 April 2014 and a Reverse Auction conducted on 6 May 2014.

Block 18(b): Invoicing Instructions: See DFARS 252.232-7003, Electronic Submission of Payment Requests and Receiving Reports and DFARS 252.7006, Wide Area Workflow Payment Instructions.

ACCESSIBILITY OF E&IT PRODUCTS TO PEOPLE WITH DISABILITIES (SECTION 508 REHABILITATION ACT) Unless otherwise specified, all products (supplies or services) furnished under this contract shall comply with the applicable E&IT Accessibility Standards at 36 CFR Part 1194.

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Form

CONTINUATION OF BLOCK 20—SCHEDULE OF SUPPLIES/SERVICES

ITEM DESCRIPTION:

Contract Line Item Number (CLIN 0001) is for Phase-In of Information Technology (IT) Support Services for DLA Information Operations New Cumberland, Pennsylvania located at Oklahoma City, OK in accordance with Attachment 1, Performance Work Statement (PWS). Period of Performance (PoP) is one (1) month, 1 June 2014 through 30 June 2014. Place of performance is in accordance with paragraph 2.2.1, Place of Performance, Attachment 1, Performance Work Statement (PWS).

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
0001	Information Technology Support Services	(b) (4)	Month	(b) (4)	\$10,575.38

PRICING TERMS: Firm-Fixed Price (FFP)

PREP FOR DELIVERY: See Attached Performance Work Statement (PWS)

PERIOD OF PERFORMANCE: 01 JUNE 2014 – 30 JUNE 2014

ITEM DESCRIPTION:

Contract Line Item Number (CLIN 0002) is for Information Technology Support (IT) Services for DLA Information Operations New Cumberland, Pennsylvania located at Oklahoma City, OK in accordance with Attachment 1, Performance Work Statement (PWS). Period of Performance (PoP) is for eleven (11) months, 1 July 2014 through 31 May 2015. Place of performance is in accordance with paragraph 2.2.1, Place of Performance, Attachment 1, Performance Work Statement (PWS).

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
0002	Information Technology Support Services	(b) (4)	Month	(b) (4)	\$367,702.39

PRICING TERMS: Firm-Fixed Price (FFP)

PREP FOR DELIVERY: See Attached Performance Work Statement (PWS)

PERIOD OF PERFORMANCE: 01 JULY 2014 – 31 MAY 2015

ITEM DESCRIPTION:

Contract Line Item Number (CLIN 0003) is for Cost-Reimbursable Travel, in accordance with the Joint Travel Regulation (JTR) for the Base Year of the contract. Period of Performance (PoP) is twelve (12) months, 1 June 2014 through 31 May 2015. The contractor will be reimbursed for actual costs incurred in accordance with FAR 31.205-46. This is a Not-to-Exceed (NTE) amount of \$2,500.00. Place of performance is in accordance with paragraph 2.2.1, Place of Performance, Attachment 1, Performance Work Statement (PWS).

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
0003	Cost Reimbursable Travel IAW JTR	(b) (4)	Unit	(b) (4)	\$2,500.00

PRICING TERMS: Cost Reimbursable

PREP FOR DELIVERY: See Attached Performance Work Statement (PWS)

PERIOD OF PERFORMANCE: 01 JUNE 2014 – 31 MAY 2015

ITEM DESCRIPTION:

Contract Line Item Number (CLIN 1001) is for Information Technology Support (IT) Services for DLA Information Operations New Cumberland, Pennsylvania located at Oklahoma City, OK in accordance with Attachment 1, Performance Work Statement (PWS).

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Period of Performance (PoP) is for twelve (12) months, 1 June 2015 through 31 May 2016. Place of performance is in accordance with paragraph 2.2.1, Place of Performance, Attachment 1, Performance Work Statement (PWS).

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
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1001	Information Technology Support Services	(b) (4)	Month	(b) (4)	\$413,167.44
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PRICING TERMS: Firm-Fixed Price (FFP)

PREP FOR DELIVERY: See Attached Performance Work Statement (PWS)

PERIOD OF PERFORMANCE: 01 JUNE 2015 – 31 MAY 2016

ITEM DESCRIPTION:

Contract Line Item Number (CLIN 1002) is for Cost-Reimbursable Travel, in accordance with the Joint Travel Regulation (JTR) for the Base Year of the contract. Period of Performance (PoP) is twelve (12) months, 1 June 2015 through 31 May 2016. The contractor will be reimbursed for actual costs incurred in accordance with FAR 31.205-46. This is a Not-to-Exceed (NTE) amount of \$2,500.00. Place of performance is in accordance with paragraph 2.2.1, Place of Performance, Attachment 1, Performance Work Statement (PWS).

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
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1002	Cost Reimbursable Travel IAW JTR	(b) (4)	Unit	(b) (4)	\$2,500.00
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PRICING TERMS: Cost Reimbursable

PREP FOR DELIVERY: See Attached Performance Work Statement (PWS)

PERIOD OF PERFORMANCE: 01 JUNE 2015 – 31 MAY 2016

ITEM DESCRIPTION:

Contract Line Item Number (CLIN 2001) is for Information Technology Support (IT) Services for DLA Information Operations New Cumberland, Pennsylvania located at Oklahoma City, OK in accordance with Attachment 1, Performance Work Statement (PWS). Period of Performance (PoP) is for twelve (12) months, 1 June 2016 through 31 May 2017. Place of performance is in accordance with paragraph 2.2.1, Place of Performance, Attachment 1, Performance Work Statement (PWS).

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
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2001	Information Technology Support Services	(b) (4)	Month	(b) (4)	\$425,547.12
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PRICING TERMS: Firm-Fixed Price (FFP)

PREP FOR DELIVERY: See Attached Performance Work Statement (PWS)

PERIOD OF PERFORMANCE: 01 JUNE 2016 – 31 MAY 2017

ITEM DESCRIPTION:

Contract Line Item Number (CLIN 2002) is for Cost-Reimbursable Travel, in accordance with the Joint Travel Regulation (JTR) for the Base Year of the contract. Period of Performance (PoP) is twelve (12) months, 1 June 2016 through 31 May 2017. The contractor will be reimbursed for actual costs incurred in accordance with FAR 31.205-46. This is a Not-to-Exceed (NTE) amount of \$2,500.00. Place of performance is in accordance with paragraph 2.2.1, Place of Performance, Attachment 1, Performance Work Statement (PWS).

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
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2002	Cost Reimbursable Travel IAW JTR	(b) (4)	Unit	(b) (4)	\$2,500.00
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PRICING TERMS: Cost Reimbursable
PREP FOR DELIVERY: See Attached Performance Work Statement (PWS)
PERIOD OF PERFORMANCE: 01 JUNE 2016 – 31 MAY 2017

ITEM DESCRIPTION:

Contract Line Item Number (CLIN 3001) is for Information Technology Support (IT) Services for DLA Information Operations New Cumberland, Pennsylvania located at Oklahoma City, OK in accordance with Attachment 1, Performance Work Statement (PWS). Period of Performance (PoP) is for twelve (12) months, 1 June 2017 through 31 May 2018. Place of performance is in accordance with paragraph 2.2.1, Place of Performance, Attachment 1, Performance Work Statement (PWS).

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
3001	Information Technology Support Services	(b) (4)	Month	(b) (4)	\$438,322.20

PRICING TERMS: Firm-Fixed Price (FFP)
PREP FOR DELIVERY: See Attached Performance Work Statement (PWS)
PERIOD OF PERFORMANCE: 01 JUNE 2017 – 31 MAY 2018

ITEM DESCRIPTION:

Contract Line Item Number (CLIN 3002) is for Cost-Reimbursable Travel, in accordance with the Joint Travel Regulation (JTR) for the Base Year of the contract. Period of Performance (PoP) is twelve (12) months, 1 June 2017 through 31 May 2018. The contractor will be reimbursed for actual costs incurred in accordance with FAR 31.205-46. This is a Not-to-Exceed (NTE) amount of \$2,500.00. Place of performance is in accordance with paragraph 2.2.1, Place of Performance, Attachment 1, Performance Work Statement (PWS).

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
3002	Cost Reimbursable Travel IAW JTR	(b) (4)	Unit	(b) (4)	\$2,500.00

PRICING TERMS: Cost Reimbursable
PREP FOR DELIVERY: See Attached Performance Work Statement (PWS)
PERIOD OF PERFORMANCE: 01 JUNE 2017 – 31 MAY 2018

ITEM DESCRIPTION:

Contract Line Item Number (CLIN 4001) is for Information Technology Support (IT) Services for DLA Information Operations New Cumberland, Pennsylvania located at Oklahoma City, OK in accordance with Attachment 1, Performance Work Statement (PWS). Period of Performance (PoP) is for twelve (12) months, 1 June 2018 through 31 May 2019. Place of performance is in accordance with paragraph 2.2.1, Place of Performance, Attachment 1, Performance Work Statement (PWS).

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
4001	Information Technology Support Services	(b) (4)	Month	(b) (4)	\$451,485.00

PRICING TERMS: Firm-Fixed Price (FFP)
PREP FOR DELIVERY: See Attached Performance Work Statement (PWS)
PERIOD OF PERFORMANCE: 01 JUNE 2018 – 31 MAY 2019

ITEM DESCRIPTION:

Contract Line Item Number (CLIN 4002) is for Cost-Reimbursable Travel, in accordance with the Joint Travel Regulation (JTR) for the Base Year of the contract. Period of Performance (PoP) is twelve (12) months, 1 June 2018 through 31 May 2019. The

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contractor will be reimbursed for actual costs incurred in accordance with FAR 31.205-46. This is a Not-to-Exceed (NTE) amount of \$2,500.00. Place of performance is in accordance with paragraph 2.2.1, Place of Performance, Attachment 1, Performance Work Statement (PWS).

ITEM NO	SUPPLIES/SERVICES	ESTIMATED QUANTITY	UNIT	UNIT PRICE	AMOUNT
4002	Cost Reimbursable Travel IAW JTR	(b) (4)	Unit	(b) (4)	\$2,500.00

PRICING TERMS: Cost Reimbursable

PREP FOR DELIVERY: See Attached Performance Work Statement (PWS)

PERIOD OF PERFORMANCE: 01 JUNE 2018 – 31 MAY 2019

Part 12 Clauses

Addendum to FAR 52.212-4, Contract Terms and Conditions – Commercial Items (SEP 2013):

The following clauses are hereby incorporated by reference:

FAR 52.203-3, Gratuities (APR 1984);

FAR 52.203-12, Limitation on Payments to Influence Certain Federal Transactions (OCT 2010)

FAR 52.204-4, Printed or Copied Double-Sided on Postconsumer Fiber Content Paper (MAY 2011)

FAR 52.204-9 Personal Identity Verification of Contractor Personnel (JAN 2011)

FAR 52.216-11 Cost Contract -- No Fee (APR 1984) (Applicable to CLINs 0002, 1002, 2002, 3002, and 4002 only)

FAR 52.223-5 Pollution Prevention and Right-to-Know Information (MAY 2011)

FAR 52.223-10 Waste Reduction Program (MAY 2011)

FAR 52.227-1 Authorization and Consent (DEC 2007)

FAR 52.227-2 Notice and Assistance Regarding Patent and Copyright Infringement (DEC 2007)

FAR 52.228-5 Insurance – Work on a Government Installation (JAN 1997)

FAR 52.232-17 Interest (OCT 2010)

FAR 52.233-1 Disputes (JUL 2002)

FAR 52.233-4 Applicable Law for Breach of Contract Claim (OCT 2004)

FAR 52.237-2 Protection of Government Buildings, Equipment, and Vegetation (APR 1984)

FAR 52.237-3 Continuity of Services (JAN 1991)

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<p>FAR 52.242-13 Bankruptcy (JUL 1995)</p> <p>DFARS 252.203-7000, Requirements Relating to Compensation of Former DoD Officials (SEPT 2011)</p> <p>DFARS 252.203-7003, Agency Office of the Inspector General (DEC 2012)</p> <p>DFARS 252.204-7000 Disclosure of Information (AUG 2013)</p> <p>DFARS 252.204-7003, Control of Government Personnel Work Product (APR 1992)</p> <p>DFARS 252.205-7000, Provision of Information to Cooperative Agreement Holders (DEC 1991)</p> <p>DFARS 252.209-7004 Subcontracting with Firms That Are Owned or Controlled by the Government of a Terrorist Country (MAR 2014)</p> <p>DFARS 252.223-7006 Prohibition on Storage and Disposal of Toxic and Hazardous Materials (APR 2012)</p> <p>DFARS 252.225-7012, Preference for Certain Domestic Commodities (FEB 2013)</p> <p>DFARS 252.226-7001, Utilization of Indian Organizations, Indian-Owned Economic Enterprises, and Native Hawaiian Small Business Concerns (SEP 2004)</p> <p>DFARS 252.232-7010 Levies on Contract Payments (DEC 2006)</p> <p>DFARS 252.243-7001 Pricing of Contract Modifications (DEC 1991)</p> <p>DFARS 252.243-7002, Requests for Equitable Adjustment (DEC 2012)</p> <p>The following clauses are hereby incorporated by full text:</p> <p>FAR 52.215-21 REQUIREMENTS FOR CERTIFIED COST OR PRICING DATA AND DATA OTHER THAN CERTIFIED COST OR PRICING DATA – MODIFICATIONS (OCT 2010) ALTERNATE IV (OCT 2010)</p> <p>(a) Submission of certified cost or pricing data is not required.</p> <p>(b) Provide information described below:</p> <p>For CLIN 0003, Phase-in, and CLINs 0001, 1003, 2003, 3003, and 4003:</p> <p>Labor Categories, Number of Productive Labor Hours per Labor Category, Burdened Labor Rate for each Labor Category.</p> <p>FAR 52.217-9 OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)</p> <p>(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 days before the contract expires. The preliminary notice does not commit the Government to an extension.</p> <p>(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.</p> <p>(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years (months)(years).</p> <p style="text-align: right;">CONTINUED ON NEXT PAGE</p>		

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(End of Clause)

FAR 52.219-17 – SECTOIN 8(a) AWARD (DEC 1996)

(a) By execution of a contract, the Small Business Administration (SBA) agrees to the following:

(1) To furnish the supplies or services set forth in the contract according to the specifications and the terms and conditions by subcontracting with the Offeror who has been determined an eligible concern pursuant to the provisions of section 8(a) of the Small Business Act, as amended (15 U.S.C. 637(a)).

(2) Except for novation agreements and advance payments, delegates to the DLA Distribution J7 Acquisition Operations the responsibility for administering the contract with complete authority to take any action on behalf of the Government under the terms and conditions of the contract; provided, however that the contracting agency shall give advance notice to the SBA before it issues a final notice terminating the right of the subcontractor to proceed with further performance, either in whole or in part, under the contract.

(3) That payments to be made under the contract will be made directly to the subcontractor by the contracting activity.

(4) To notify the DLA Distribution J7 Acquisition Operations Contracting Officer immediately upon notification by the subcontractor that the owner or owners upon whom 8(a) eligibility was based plan to relinquish ownership or control of the concern.

(5) That the subcontractor awarded a subcontract hereunder shall have the right of appeal from decisions of the cognizant Contracting Officer under the “Disputes” clause of the subcontract.

(b) The offeror/subcontractor agrees and acknowledges that it will, for and on behalf of the SBA, fulfill and perform all of the requirements of the contract.

(c) The offeror/subcontractor agrees that it will not subcontract the performance of any of the requirements of this subcontract to any lower tier subcontractor without the prior written approval of the SBA and the cognizant Contracting Officer of the DLA Distribution J7 Acquisition Operations.

(End of Clause)

FAR 52.219-18 NOTIFICATION OF COMPETITION LIMITED TO ELIGIBLE 8(A) CONCERNS (JUNE 2003) AND DFAR 252.219-7010 ALTERNATE A (JUN 1998) (revises paragraph (c) below). (Substitutes the DFARS paragraph (c) for paragraph (c) of the FAR clause).

(a) Offers are solicited only from small business concerns expressly certified by the Small Business Administration (SBA) for participation in the SBA’s 8(a) Program and which meet the following criteria at the time of submission of offer --

(1) The Offeror is in conformance with the 8(a) support limitation set forth in its approved business plan; and

(2) The Offeror is in conformance with the Business Activity Targets set forth in its approved business plan or any remedial action directed by the SBA.

(b) By submission of its offer, the Offeror represents that it meets all of the criteria set forth in paragraph (a) of this clause.

(c) Any award resulting from this solicitation will be made directly by the Contracting Officer to the successful 8(a) offeror selected through the evaluation criteria set forth in this solicitation.

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<p>(d) (1) Agreement. A small business concern submitting an offer in its own name shall furnish, in performing the contract, only end items manufactured or produced by small business concerns in the United States or its outlying areas. If this procurement is processed under simplified acquisition procedures and the total amount of this contract does not exceed \$25,000, a small business concern may furnish the product of any domestic firm. This paragraph does not apply in connection with construction or service contracts.</p> <p>(2) The Offeror will notify the DLA Distribution Acquisition Operation (J7) Contracting Officer in writing immediately upon entering an agreement (either oral or written) to transfer all or part of its stock or other ownership interest to any other party.</p> <p>(End of Clause)</p> <p>(DEVIATION 2012-00014) (AUGUST 2012)</p> <p>This clause implements the temporary policy provided by OMB Policy Memorandum M-12-16, Providing Prompt Payment to Small Business Subcontractors, dated July 11, 2012.</p> <p>(a) Upon receipt of accelerated payments from the Government, the contractor is required to make accelerated payments to small business subcontractors to the maximum extent practicable after receipt of a proper invoice and all proper documentation from the small business subcontractor.</p> <p>(b) Include the substance of this clause, including this paragraph (b), in all subcontracts with small business concerns.</p> <p>(c) The acceleration of payments under this clause does not provide any new rights under the Prompt Payment Act.</p> <p>(End of Clause)</p> <p>FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)</p> <p>This contract incorporates one or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. Also, the full text of a clause may be accessed electronically at this/these address(es):</p> <p>http://www.dla.mil/j-3/j-336/icps.htm . (This page can also be reached by accessing the J-71 Web page at http://www.dla.mil/j-3/j-336/logisticspolicy/procurementlinks2.htm and selecting "Go to FAR/DFARS & Local Clauses."</p> <p>http://farsite.hill.af.mil/</p> <p>(End of Clause)</p> <p>DFARS 252.201-7000 CONTRACTING OFFICER'S REPRESENTATIVE (DEC 1991)</p> <p>(a) Definition. "Contracting officer's representative" means an individual designated in accordance with subsection 201.602-2 of the Defense Federal Acquisition Regulation Supplement and authorized in writing by the contracting officer to perform specific technical or administrative functions.</p> <p>(b) If the Contracting Officer designates a contracting officer's representative (COR), the Contractor will receive a copy of the written designation. It will specify the extent of the COR's authority to act on behalf of the contracting officer. The COR is not authorized to make any commitments or changes that will affect price, quality, quantity, delivery, or any other term or condition of the contract.</p> <p>(End of clause)</p> <p>DFARS 252.219-7009 SECTION 8(A) DIRECT AWARD (SEP 2007)</p>		

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(a) This contract is issued as a direct award between the contracting office and the 8(a) Contractor pursuant to the Partnership Agreement between the Small Business Administration (SBA) and the Department of Defense. Accordingly, the SBA, even if not identified in Section A of this contract, is the prime contractor and retains responsibility for 8(a) certification, for 8(a) eligibility determinations and related issues, and for providing counseling and assistance to the 8(a) Contractor under the 8(a) Program. The cognizant SBA district office is:

U. S. Small Business Administration
Washington DC District Office
740 15th Street NW, Suite 300
Washington, DC 20005-3544

(b) The contracting office is responsible for administering the contract and for taking any action on behalf of the Government under the terms and conditions of the contract; provided that the contracting office shall give advance notice to the SBA before it issues a final notice terminating performance, either in whole or in part, under the contract. The contracting office also shall coordinate with the SBA prior to processing any novation agreement. The contracting office may assign contract administration functions to a contract administration office.

(c) The 8(a) Contractor agrees that

(1) It will notify the Contracting Officer, simultaneous with its notification to the SBA (as required by SBA's 8(a) regulations at 13 CFR 124.308), when the owner or owners upon whom 8(a) eligibility is based plan to relinquish ownership or control of the concern. Consistent with Section 407 of Pub. L. 100-656, transfer of ownership or control shall result in termination of the contract for convenience, unless the SBA waives the requirement for termination prior to the actual relinquishing of ownership and control; and

(2) It will not subcontract the performance of any of the requirements of this contract without the prior written approval of the SBA and the Contracting Officer.

(End of clause)

DFARS 252.232-7006 WIDE AREA WORKFLOW PAYMENT INSTRUCTIONS (MAY 2013)

(a) *Definitions.* As used in this clause—

“Department of Defense Activity Address Code (DoDAAC)” is a six position code that uniquely identifies a unit, activity, or organization.

“Document type” means the type of payment request or receiving report available for creation in Wide Area WorkFlow (WAWF).

“Local processing office (LPO)” is the office responsible for payment certification when payment certification is done external to the entitlement system.

(b) *Electronic invoicing.* The WAWF system is the method to electronically process vendor payment requests and receiving reports, as authorized by DFARS [252.232-7003](#), Electronic Submission of Payment Requests and Receiving Reports.

(c) *WAWF access.* To access WAWF, the Contractor shall—

(1) Have a designated electronic business point of contact in the System for Award Management at <https://www.acquisition.gov>; and

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(2) Be registered to use WAWF at <https://wawf.eb.mil/> following the step-by-step procedures for self-registration available at this web site.

(d) *WAWF training.* The Contractor should follow the training instructions of the WAWF Web-Based Training Course and use the Practice Training Site before submitting payment requests through WAWF. Both can be accessed by selecting the “Web Based Training” link on the WAWF home page at <https://wawf.eb.mil/>

(e) *WAWF methods of document submission.* Document submissions may be via web entry, Electronic Data Interchange, or File Transfer Protocol.

(f) *WAWF payment instructions.* The Contractor must use the following information when submitting payment requests and receiving reports in WAWF for this contract/order:

(1) *Document type.* The Contractor shall use the following document type(s).

2-in-1 Invoice

(2) *Inspection/acceptance location.* The Contractor shall select the following inspection/acceptance location(s) in WAWF, as specified by the contracting officer.

Not Applicable

(3) *Document routing.* The Contractor shall use the information in the Routing Data Table below only to fill in applicable fields in WAWF when creating payment requests and receiving reports in the system.

Routing Data Table*

Field Name in WAWF	Data to be entered in WAWF
Pay Official DoDAAC	SL4701
Issue By DoDAAC	SP3300
Admin DoDAAC	SP3300
Inspect By DoDAAC	N/A
Ship To Code	N/A
Ship From Code	N/A
Mark For Code	N/A
Service Approver (DoDAAC)	N/A
Service Acceptor (DoDAAC)	SB3300
Accept at Other DoDAAC	N/A
LPO DoDAAC	N/A
DCAA Auditor DoDAAC	N/A
Other DoDAAC(s)	N/A

(4) *Payment request and supporting documentation.* The Contractor shall ensure a payment request includes appropriate contract line item and subline item descriptions of the work performed or supplies delivered, unit price/cost per unit, fee (if applicable), and all relevant back-up documentation, as defined in DFARS Appendix F, (e.g. timesheets) in support of each payment request.

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(5) *WAWF email notifications.* The Contractor shall enter the e-mail address identified below in the “Send Additional Email Notifications” field of WAWF once a document is submitted in the system.

gary.selph@dla.mil;

genesis.griffin@dla.mil

(g) *WAWF point of contact.*

(1) The Contractor may obtain clarification regarding invoicing in WAWF from the following contracting activity’s WAWF point of contact.

Ken Decker at Kenneth.decker@dla.mil

(2) For technical WAWF help, contact the WAWF helpdesk at 866-618-5988.

(End of clause)

DLAD 52.204-9000 CONTRACTOR PERSONNEL SECURITY REQUIREMENTS (APR 2014)

(a) Work to be performed under this contract or task order may, in full or in part, be performed at the Defense Logistics Agency (DLA) Headquarters (HQ) or other DLA field activity office(s), with physical access to a Federally-controlled facility. Prior to beginning work on a contract, DLA and its field activity offices require all contractor personnel working on the Federally-controlled facility to have a favorably adjudicated National Agency Check with Written Inquiries (NACI) or NACI equivalent.

(b) Additionally, in accordance with Department of Defense (DoD) Regulation 5200.2-R, Personnel Security Programs, and DLA Issuance 4314, Personnel Security Program, all DoD Contractor personnel who have access to Federally-controlled information systems must be assigned to positions which are designated at one of three information technology (IT) levels, each requiring a certain level of investigation and clearance, as follows:

(1) IT-I for an IT position requiring a single scope background investigation (SSBI) or SSBI equivalent;

(2) IT-II for an IT position requiring a National Agency check with law and credit (NACLC) or NACLC equivalent; and

(3) IT-III for an IT position requiring a NACI or equivalent.

Note: IT levels will be designated according to the criteria in DoD 5200.2-R.

(c) Previously completed security investigations may be accepted by the Government in lieu of new investigations if determined by the DLA Intelligence Personnel Security Office to be essentially equivalent in scope to the contract requirements. The length of time elapsed since the previous investigation will also be considered in determining whether a new investigation is warranted. To assist the Government in making this determination, the Contractor must provide the following information to the respective DLA Personnel Security Office immediately upon receipt of the contract. This information must be provided for each Contractor employee who will perform work on a Federally-controlled facility and/or will require access to Federally-controlled information systems:

(1) Full name, with middle name, as applicable, with social security number;

(2) Citizenship status with date and place of birth;

(3) Proof of the individual’s favorably adjudicated background investigation or NACI, consisting of identification of the type of investigation performed, date of the favorable adjudication, and name of the agency that performed the investigation;

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(4) Company name, address, phone and fax numbers with email address;

(5) Location of on-site workstation or phone number if off-site (if known by the time of award); and

(6) Delivery order or contract number and expiration date; and name of the Contracting Officer.

(d) The Contracting Officer will ensure that the contractor is notified as soon as a determination is made by the assigned or cognizant DLA Personnel Security Office regarding acceptance of the previous investigation and clearance level.

(1) If a new investigation is deemed necessary, the Contractor and Contracting Officer will be notified by the respective DLA Personnel Security Office after appropriate checks in DoD databases have been made.

(2) If the Contractor employee requires access to classified information and currently does not have the appropriate clearance level and/or an active security clearance, the DLA Personnel Security Office will relay this information to the Contractor and Contracting Officer for further action.

(3) The Contracting Officer will ensure that the respective DLA Personnel Security Office initiates the investigation for the required clearance level(s) of the Contractor personnel.

(4) It is the Contractor's responsibility to ensure that adequate information is provided and that each Contractor employee completes the appropriate paperwork, as required either by the Contracting Officer or the DLA Personnel Security Office, in order to begin the investigation process for the required clearance level.

(e) The Contractor is responsible for ensuring that each Contractor employee assigned to the position has the appropriate security clearance level.

(f) The Contractor shall submit each request for IT access and investigation through the contracting officer to the assigned or cognizant DLA Personnel Security Office. Requests shall include the following information and/or documentation:

(1) Standard Form (SF) 85, Questionnaire for Non-Sensitive Positions, or the SF 86, Questionnaire for National Security Positions (see note below);

(2) Proof of citizenship (i.e., an original or a certified copy of a birth certificate, passport, or naturalization certificate); and

(3) Form FD-258, fingerprint card (however, fingerprinting can be performed by the cognizant DLA Personnel Security Office).

(Note to (f)(1) above: An investigation request is facilitated through use of the SF 85 or the SF 86. These forms with instructions as well as the Optional Form (OF) 306, Declaration for Federal Employment, which is required with submission of the SF85 or SF 86, are available at the Office of Personnel Management's (OPM) system called Electronic –Questionnaires for Investigations Processing (e-QIP). Hard copies of the SF85 and SF86 are available at OPM's web-site, www.opm.gov, but hard copies of the forms are not accepted.)

(g) Required documentation, listed above in paragraphs (f) (1) through (3), must be provided by the Contractor as directed by the Contracting Officer to the cognizant DLA Personnel Security Office at the time of fingerprinting or prior to the DLA Security Office releasing the investigation to the Office of Personnel Management.

(h) Upon completion of the NACI, NACLC, SSBI, or other sufficient, appropriate investigation, the results of the investigation will be forwarded by the office performing the investigation to either the appropriate adjudication facility for eligibility determination or the DLA Intelligence Security Division for review and determination regarding the applicant's suitability to occupy an unescorted entry position in performance of the DLA contract. Contractor personnel shall not commence work on this effort until the investigation has been favorably adjudicated or has been waived into the position pending completion of adjudication. The DLA Intelligence Personnel

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Security Office will ensure that results of investigations will be sent by the office performing the investigation to the Defense Industrial Security Clearance Office (DISCO) or DLA Intelligence Personnel Security Office.

(i) A waiver for an IT-I or IT-II position to allow assignment of an individual Contractor employee to commence work prior to completion of the investigation may be granted in emergency situations when it is determined that a delay would be harmful to national security. A request for waiver will be considered only after the Government is in receipt of the individual Contractor employee's completed forms. The request for a waiver must be approved by the Commander/Director or an authorized representative of the site. The cognizant DLA Personnel Security Office reserves the right to determine whether a waiver request will be forwarded for processing, however, there will be no waiver for an IT-III position. The individual Contractor employee for which the waiver is being requested may not be assigned to a position, that is, physically work at the Federally-controlled facility and/or be granted access to Federally-controlled information systems, until the waiver has been approved.

(j) The requirements of this clause apply to the prime Contractor and any subcontractors the prime Contractor may employ during the course of this contract, as well as any temporary employees that may be hired by the Contractor. The Government retains the right to request removal of Contractor personnel, regardless of prior clearance or adjudication status whose actions, while assigned to this contract, who are determined by the Contracting Officer to conflict with the interests of the Government. If such removal occurs, the Contractor shall assign qualified personnel, with the required investigation, to any vacancy.

(k) All Contractor personnel who are granted access to Government and/or Federally-controlled information systems shall observe all local automated information system (AIS) security policies and procedures as provided by the DLA site Information Systems Security Officer. Violations of local AIS security policy, such as password sharing, performing personal work, file access violations, or browsing files outside the scope of the contract, will result in removal of the Contractor employee from Government property and referral to the Contractor for appropriate disciplinary action. Actions taken by the Contractor in response to a violation will be evaluated and will be reflected in the Contractor's performance assessment for use in making future source selection decisions. In addition, based on the nature and extent of any violations of AIS security policy, the Government will consider whether it needs to pursue any other actions under the contract such as a possible termination.

(l) The Contractor is also required to obtain a common access card (CAC) for each contractor employee in accordance with procedures established at the DLA HQ or field activity office. When a CAC is required, the Contracting Officer will ensure that the contractor follows the requirements of Homeland Security Presidential Directive 12.

(m) Contractor personnel must additionally receive operations security (OPSEC) and information security (INFOSEC) awareness training. The DLA annual OPSEC refresher training and DLA annual INFOSEC training will satisfy these requirements and are available through the DLA Intelligence Office.

(n) When a Contractor employee who has been granted a clearance is removed from the contract, the Contractor shall provide an appropriately trained substitute who has met or will meet the investigative requirements of this clause. The substitute may not begin work on the contract without written documentation, signed by the Contracting Officer, stating that the new Contractor employee has met one of the criteria set forth in paragraphs (c), (d), or (i) of this clause, (i.e., acceptance of a previously completed security investigation, satisfactory completion of a new investigation, or a waiver allowing work to begin pending completion of an investigation). Contractor individual employees removed from this contract as a result of a violation of local AIS security policy are removed for the duration of the contract.

(o) The following shall be completed for every employee of the Government contractor working on this contract upon contract expiration. Additionally, the Contractor shall notify the contracting officer in writing, within 12 hours, whenever a Contractor employee working on this contract resigns, is reassigned, is terminated or no longer The Contractor shall notify the contracting officer in writing, within 12 hours, when a Contractor employee working on this contract resigns, is reassigned, terminated or no longer requires admittance to the Federally-controlled facility or access to Federally-controlled information systems. When the Contractor employee departs, the Contractor will relay departure information to the cognizant DLA Security Office so appropriate databases can be updated. The Contractor will ensure each departed employee has completed the DLA J6 Out-Processing Checklist, when applicable, for the necessary security briefing, has returned any Government-furnished equipment, returned the DoD CAC and DLA (or equivalent) badge, returned any DoD or DLA vehicle decal, and requested deletion of local area network account with a prepared

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Department of Defense (DD) form 2875. The Contractor will be responsible for any costs involved for failure to complete the out-processing, including recovery of Government property and investigation involved.

(p) These Contractor security requirements do not excuse the Contractor from meeting the delivery schedule set forth in the contract, or waive the delivery schedule in any way. The Contractor shall meet the required delivery schedule unless the contracting officer grants a waiver or extension.

(q) The Contractor shall not bill for personnel, who are not working on the contract while that Contractor employee's clearance investigation is pending.

(End of Clause)

ACCESSIBILITY OF E&IT PRODUCTS TO PEOPLE WITH DISABILITIES (SECTION 508 OF THE REHABILITATION ACT)

Unless otherwise specified, all products (supplies or services) furnished under this contract shall comply with the applicable Electronic and Information Technology (E&IT) Accessibility Standards at 36 CFR part 1194.

CONTRACTOR PERFORMANCE ASSESSMENT REPORTING SYSTEM (CPARS) REQUIREMENTS

(a) The contractor, in performing this contract, will be subject to a past performance assessment in accordance with FAR 42.15 and the Contractor Performance Assessment Reporting System (CPARS) training materials can be found at <http://www.cpars.csd.disa.mil/allapps/cpartng/documents/CPARS%20Presentation.pdf>. All information contained in the assessment may be used by the Government, within the limitations of FAR 42.15, for future source selections in accordance with FAR 15.304 where past performance is an evaluation factor. Assessments will be conducted as prescribed by CPARS guidance.

(b) The contractor will be provided with a copy of the assessment. The contractor will have 30 calendar-days to submit comments, additional information, or rebut statements if warranted or desired. The contractor must strictly control access to the assessment while in the Contractor's possession and must ensure that the assessment is never released to persons or entities outside of the contractor's control. After receipt of Contractor's comments or expiration of the 30 day comment period, whichever occurs first, and depending on the Contractor's response the Government will:

- (1) If no comments are received; close the CPAR by the Assessing Official Rep and Reviewing Official;
- (2) If the Contractor concurs with the assessment; accept/update and close the CPARS and forward comments to all reviewers;
- (3) If Contractor does not concur with the assessment, coordinate a final response with Reviewing Official, Assessing Official Representative, and Assessing Official;
- (4) Enter the final government response and close CPARS.

(c) After completion of one of the appropriate actions, the Assessing Official will notify all individuals that the report is complete. The assessment is considered complete when signed by the Assessing or Reviewing Official.

(d) The official responsible for the corporate operating unit being assessed can submit a written request to receive a copy of the completed CPARS assessment. The assessment is not subject to the Disputes clause of the contract, nor is it subject to appeal beyond the review and comment procedures described above and in the CPARS Guide.

(e) Refer to <http://www.cpars.csd.disa.mil/> for details and additional information related to CPARS, CPARS user access (which includes obtaining a PKI certificate), how contract performance assessments are conducted, and how contractors participate.

ILLEGAL ITEMS NOT AUTHORIZED ON FEDERAL INSTALLATION

Illegal drugs, guns or other contraband are not authorized on this Federal installation. It is the contractor's responsibility to ensure that its employees working on-site at this installation are U. S. citizens or legal aliens with no outstanding warrants. This installation is manned by a DoD Police Force who possesses apprehension authority, which includes holding suspects for local authorities. The local authorities can issue a citation that charges the individual with a specific offense and requires the individual to appear before a Federal Magistrate. This agency processes illegal aliens in accordance with INS instructions.

MARK CONTRACT NUMBER ON ALL CORRESPONDENCE

Contractor must mark the contract or purchase order number on all paperwork and shipments. The order number must appear on the exterior of the shipment. Failure to follow these instructions will hold up payment to you and could result in the return of merchandise at your expense.

MANAGEMENT OF CONTRACTOR EMPLOYEES

The Contractor personnel are employees of the Contractor and under the administrative control and supervision of the Contractor. The Contractor, through its personnel, shall perform the tasks prescribed in the Performance Work Statement/Statement of Work. The

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Contractor shall select, supervise, and exercise control and direction over its employees under this contract. The Contractor shall not supervise, direct, or control the activities of the Government personnel or the employee of any other contractor, except any subcontractor employed by the Contractor on this contract. The Government shall not exercise any supervision or control over the Contractor in the performance of contractual services under this contract. The Contractor is accountable to the Government for the actions of its personnel.

ORGANIZATIONAL CONFLICT OF INTEREST

- (a) The contractor shall be ineligible from participation as a contractor, subcontractor, or consultant in any procurement arising or resulting from any of the services provided to DDC on this contract. This restriction includes providing services to any potential bidders on such procurements. The contractor shall not incorporate its product or services in any statement of work or specification unless directed to do so in writing by the Contracting Officer.
- (b) If the contractor in the performance of this contract, obtains access to information such as plans, policies, reports, studies, financial data, internal data, or any other non-public information or information by the Privacy Act, the contractor agrees not to release such information without prior written approval from the Contracting Officer. The use of such information for personal gain is prohibited.
- (c) In addition, the contractor agrees that to the extent it receives or is given access to proprietary data, or other confidential or privileged technical, business, or financial information under this contract, it shall treat such information in accordance with any restrictions imposed on such information.

FAR 52.212-5 CONTRACT TERMS AND CONDITIONS REQUIRED TO IMPLEMENT STATUTES OR EXECUTIVE ORDERS -- COMMERCIAL ITEMS (JAN 2014)

(a) The Contractor shall comply with the following Federal Acquisition Regulation (FAR) clauses, which are incorporated in this contract by reference, to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

(1) 52.222-50, Combating Trafficking in Persons (FEB 2009) (22 U.S.C. 7104(g)).

___ Alternate I (AUG 2007) of 52.222-50 (22 U.S.C. 7104(g)).

(2) 52.233-3, Protest After Award (AUG 1996) (31 U.S.C. 3553).

(3) 52.233-4, Applicable Law for Breach of Contract Claim (OCT 2004) (Pub. L. 108-77, 108-78).

(b) The Contractor shall comply with the FAR clauses in this paragraph (b) that the contracting officer has indicated as being incorporated in this contract by reference to implement provisions of law or Executive orders applicable to acquisitions of commercial items:

[Contracting Officer check as appropriate.]

 X (1) 52.203-6, Restrictions on Subcontractor Sales to the Government (Sept 2006), with Alternate I (Oct 1995) (41 U.S.C. 253g and 10 U.S.C. 2402).

 X (2) 52.203-13, Contractor Code of Business Ethics and Conduct (Apr 2010) (Pub. L. 110-252, Title VI, Chapter 1 (41 U.S.C. 251 note)).

___ (3) 52.203-15, Whistleblower Protections under the American Recovery and Reinvestment Act of 2009 (Jun 2010) (Section 1553 of Pub L. 111-5) (Applies to contracts funded by the American Recovery and Reinvestment Act of 2009).

 X (4) 52.204-10, Reporting Executive compensation and First-Tier Subcontract Awards (Jul 2013) (Pub. L. 109-282) (31 U.S.C. 6101 note).

___ (5) 52.204-11, American Recovery and Reinvestment Act—Reporting Requirements (Jul 2010) (Pub. L. 111-5).

___ (6) 52.204-14, Service Contract Reporting Requirements (Jan 2014) (Pub. L. 111-117, section 743 of Div. C).

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☐ (7) 52.204-15, Service Contract Reporting Requirements for Indefinite-Delivery Contracts (Jan 2014) (Pub. L. 111-117, section 743 of Div. C).

☒ (8) 52.209-6, Protecting the Government's Interest When Subcontracting with Contractors Debarred, Suspended, or Proposed for Debarment (Aug 2013) (31 U.S.C. 6101 note).

☒ (9) 52.209-9, Updates of Publicly Available Information Regarding Responsibility Matters (Jul 2013) (41 U.S.C. 2313).

☒ (10) 52.209-10, Prohibition on Contracting with Inverted Domestic Corporations (May 2012) (section 738 of Division C of Public Law 112-74, section 740 of Division C of Pub. L. 111-117, section 743 of Division D of Pub. L. 111-8, and section 745 of Division D of Pub. L. 110-161).

☐ (11) 52.219-3, Notice of HUBZone Set-Aside or Sole-Source Award (Nov 2011) (15 U.S.C. 657a).

☐ (12) 52.219-4, Notice of Price Evaluation Preference for HUBZone Small Business Concerns (Jan 2011) (if the offeror elects to waive the preference, it shall so indicate in its offer)(15 U.S.C. 657a).

☐ (13) [Reserved]

☐ (14) (i) 52.219-6, Notice of Total Small Business Aside (Nov 2011) (15 U.S.C. 644).

☐ (ii) Alternate I (Nov 2011).

☐ (iii) Alternate II (Nov 2011).

☐ (15) (i) 52.219-7, Notice of Partial Small Business Set-Aside (June 2003) (15 U.S.C. 644).

☐ (ii) Alternate I (Oct 1995) of 52.219-7.

☐ (iii) Alternate II (Mar 2004) of 52.219-7.

☒ (16) 52.219-8, Utilization of Small Business Concerns (Jul 2013) (15 U.S.C. 637(d)(2) and (3)).

☐ (17) (i) 52.219-9, Small Business Subcontracting Plan (Jul 2013) (15 U.S.C. 637 (d)(4)).

☐ (ii) Alternate I (Oct 2001) of 52.219-9.

☐ (iii) Alternate II (Oct 2001) of 52.219-9.

☐ (iv) Alternate III (July 2010) of 52.219-9.

☐ (18) 52.219-13, Notice of Set-Aside of Orders (Nov 2011) (15 U.S.C. 644(r)).

☒ (19) 52.219-14, Limitations on Subcontracting (Nov 2011) (15 U.S.C. 637(a)(14)).

☐ (20) 52.219-16, Liquidated Damages—Subcontracting Plan (Jan 1999) (15 U.S.C. 637(d)(4)(F)(i)).

☐ (21) (i) 52.219-23, Notice of Price Evaluation Adjustment for Small Disadvantaged Business Concerns (Oct 2008) (10 U.S.C. 2323) (if the offeror elects to waive the adjustment, it shall so indicate in its offer).

☐ (ii) Alternate I (June 2003) of 52.219-23.

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☐ (22) 52.219-25, Small Disadvantaged Business Participation Program—Disadvantaged Status and Reporting (Jul 2013) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).

☐ (23) 52.219-26, Small Disadvantaged Business Participation Program—Incentive Subcontracting (Oct 2000) (Pub. L. 103-355, section 7102, and 10 U.S.C. 2323).

☐ (24) 52.219-27, Notice of Service-Disabled Veteran-Owned Small Business Set-Aside (Nov 2011) (15 U.S.C. 657f).

☒ (25) 52.219-28, Post Award Small Business Program Rerepresentation (Jul 2013) (15 U.S.C. 632(a)(2)).

☐ (26) 52.219-29, Notice of Set-Aside for Economically Disadvantaged Women-Owned Small Business (EDWOSB) Concerns (Jul 2013) (15 U.S.C. 637(m)).

☐ (27) 52.219-30, Notice of Set-Aside for Women-Owned Small Business (WOSB) Concerns Eligible Under the WOSB Program (Jul 2013) (15 U.S.C. 637(m)).

☒ (28) 52.222-3, Convict Labor (June 2003) (E.O. 11755).

☐ (29) 52.222-19, Child Labor—Cooperation with Authorities and Remedies (Jan 2014) (E.O. 13126).

☒ (30) 52.222-21, Prohibition of Segregated Facilities (Feb 1999).

☒ (31) 52.222-26, Equal Opportunity (Mar 2007) (E.O. 11246).

☒ (32) 52.222-35, Equal Opportunity for Veterans (Sep 2010) (38 U.S.C. 4212).

☒ (33) 52.222-36, Affirmative Action for Workers with Disabilities (Oct 2010) (29 U.S.C. 793).

☒ (34) 52.222-37, Employment Reports on Veterans (Sep 2010) (38 U.S.C. 4212).

☒ (35) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496).

☒ (36) 52.222-54, Employment Eligibility Verification (Aug 2013). (Executive Order 12989). (Not applicable to the acquisition of commercially available off-the-shelf items or certain other types of commercial items as prescribed in 22.1803.)

☐ (37) (i) 52.223-9, Estimate of Percentage of Recovered Material Content for EPA-Designated Items (May 2008) (42 U.S.C. 6962(c)(3)(A)(ii)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

☐ (ii) Alternate I (May 2008) of 52.223-9 (42 U.S.C. 6962(i)(2)(C)). (Not applicable to the acquisition of commercially available off-the-shelf items.)

☐ (38) 52.223-15, Energy Efficiency in Energy-Consuming Products (Dec 2007) (42 U.S.C. 8259b).

☐ (39) (i) 52.223-16, IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products (Dec 2007) (E.O. 13423).

☐ (ii) Alternate I (Dec 2007) of 52.223-16.

☒ (40) 52.223-18, Encouraging Contractor Policies to Ban Text Messaging while Driving (Aug 2011).

☐ (41) 52.225-1, Buy American Act--Supplies (Feb 2009) (41 U.S.C. 10a-10d).

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___ (42) (i) 52.225-3, Buy American Act--Free Trade Agreements--Israeli Trade Act (Nov 2012) (41 U.S.C. chapter 83, 19 U.S.C. 3301 note, 19 U.S.C. 2112 note, 19 U.S.C. 3805 note, 19 U.S.C. 4001 note, Pub. L. 103-182, Pub. L. 108-77, 108-78, 108-286, 108-302, 109-53, 109-169, 109-283, 110-138, 112-41, 112-42, and 112-43).

___ (ii) Alternate I (Mar 2012) of 52.225-3.

___ (iii) Alternate II (Mar 2012) of 52.225-3.

___ (iv) Alternate III (Nov 2012) of 52.225-3.

___ (43) 52.225-5, Trade Agreements (Nov 2013) (19 U.S.C. 2501, *et seq.*, 19 U.S.C. 3301 note).

X (44) 52.225-13, Restrictions on Certain Foreign Purchases (Jun 2008) (E.O.'s, proclamations, and statutes administered by the Office of Foreign Assets Control of the Department of the Treasury).

___ (45) 52.225-26, Contractors Performing Private Security Functions Outside the United States (Jul 2013) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. 2303 Note).

___ (46) 52.226-4, Notice of Disaster or Emergency Area Set-Aside (Nov 2007) (42 U.S.C. 5150).

___ (47) 52.226-5, Restrictions on Subcontracting Outside Disaster or Emergency Area (Nov 2007) (42 U.S.C. 5150).

___ (48) 52.232-29, Terms for Financing of Purchases of Commercial Items (Feb 2002) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).

___ (49) 52.232-30, Installment Payments for Commercial Items (Oct 1995) (41 U.S.C. 255(f), 10 U.S.C. 2307(f)).

X (50) 52.232-33, Payment by Electronic Funds Transfer— System for Award Management (Jul 2013) (31 U.S.C. 3332).

___ (51) 52.232-34, Payment by Electronic Funds Transfer—Other Than System for Award Management (Jul 2013) (31 U.S.C. 3332).

___ (52) 52.232-36, Payment by Third Party (Jul 2013) (31 U.S.C. 3332).

___ (53) 52.239-1, Privacy or Security Safeguards (Aug 1996) (5 U.S.C. 552a).

___ (54) (i) 52.247-64, Preference for Privately Owned U.S.-Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx 1241(b) and 10 U.S.C. 2631).

___ (ii) Alternate I (Apr 2003) of 52.247-64.

(c) The Contractor shall comply with the FAR clauses in this paragraph (c), applicable to commercial services, that the Contracting Officer has indicated as being incorporated in this contract by reference to implement provisions of law or executive orders applicable to acquisitions of commercial items:

[Contracting Officer check as appropriate.]

___ (1) 52.222-41, Service Contract Act of 1965 (Nov 2007) (41 U.S.C. 351, *et seq.*).

___ (2) 52.222-42, Statement of Equivalent Rates for Federal Hires (May 1989) (29 U.S.C. 206 and 41 U.S.C. 351, *et seq.*).

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CONTINUATION SHEET	REFERENCE NO. OF DOCUMENT BEING CONTINUED: SP3300-14-C-0008	PAGE 21 OF 22 PAGES
<p>___ (3) 52.222-43, Fair Labor Standards Act and Service Contract Act -- Price Adjustment (Multiple Year and Option Contracts) (Sep 2009) (29 U.S.C.206 and 41 U.S.C. 351, <i>et seq.</i>).</p> <p>___ (4) 52.222-44, Fair Labor Standards Act and Service Contract Act -- Price Adjustment (Sep 2009) (29 U.S.C. 206 and 41 U.S.C. 351, <i>et seq.</i>).</p> <p>___ (5) 52.222-51, Exemption from Application of the Service Contract Act to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements (Nov 2007) (41 U.S.C. 351, <i>et seq.</i>).</p> <p>___ (6) 52.222-53, Exemption from Application of the Service Contract Act to Contracts for Certain Services--Requirements (Feb 2009) (41 U.S.C. 351, <i>et seq.</i>).</p> <p>___ (7) 52.222-17, Nondisplacement of Qualified Workers (Jan 2013) (E.O. 13495).</p> <p>___ (8) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations. (Mar 2009) (Pub. L. 110-247).</p> <p>___ (9) 52.237-11, Accepting and Dispensing of \$1 Coin (Sep 2008) (31 U.S.C. 5112(p)(1)).</p> <p>(d) <i>Comptroller General Examination of Record</i> The Contractor shall comply with the provisions of this paragraph (d) if this contract was awarded using other than sealed bid, is in excess of the simplified acquisition threshold, and does not contain the clause at 52.215-2, Audit and Records -- Negotiation.</p> <p>(1) The Comptroller General of the United States, or an authorized representative of the Comptroller General, shall have access to and right to examine any of the Contractor's directly pertinent records involving transactions related to this contract.</p> <p>(2) The Contractor shall make available at its offices at all reasonable times the records, materials, and other evidence for examination, audit, or reproduction, until 3 years after final payment under this contract or for any shorter period specified in FAR Subpart 4.7, Contractor Records Retention, of the other clauses of this contract. If this contract is completely or partially terminated, the records relating to the work terminated shall be made available for 3 years after any resulting final termination settlement. Records relating to appeals under the disputes clause or to litigation or the settlement of claims arising under or relating to this contract shall be made available until such appeals, litigation, or claims are finally resolved.</p> <p>(3) As used in this clause, records include books, documents, accounting procedures and practices, and other data, regardless of type and regardless of form. This does not require the Contractor to create or maintain any record that the Contractor does not maintain in the ordinary course of business or pursuant to a provision of law.</p> <p>(e)</p> <p>(1) Notwithstanding the requirements of the clauses in paragraphs (a), (b), (c) and (d) of this clause, the Contractor is not required to flow down any FAR clause, other than those in this paragraph (e)(1) in a subcontract for commercial items. Unless otherwise indicated below, the extent of the flow down shall be as required by the clause—</p> <p>(i) 52.203-13, Contractor Code of Business Ethics and Conduct (Apr 2010) (Pub. L. 110-252, Title VI, Chapter 1 (41 U.S.C. 251 note)).</p> <p>(ii) 52.219-8, Utilization of Small Business Concerns (Jul 2013) (15 U.S.C. 637(d)(2) and (3)), in all subcontracts that offer further subcontracting opportunities. If the subcontract (except subcontracts to small business concerns) exceeds \$650,000 (\$1.5 million for construction of any public facility), the subcontractor must include 52.219-8 in lower tier subcontracts that offer subcontracting opportunities.</p> <p>(iii) 52.222-17, Nondisplacement of Qualified Workers (Jan 2013) (E.O. 13495). Flow down required in accordance with paragraph (1) of FAR clause 52.222-17.</p>		

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(iv) 52.222-26, Equal Opportunity (Mar 2007) (E.O. 11246).

(v) 52.222-35, Equal Opportunity for Veterans (Sep 2010) (38 U.S.C. 4212).

(vi) 52.222-36, Affirmative Action for Workers with Disabilities (Oct 2010) (29 U.S.C. 793).

(vii) 52.222-40, Notification of Employee Rights Under the National Labor Relations Act (Dec 2010) (E.O. 13496). Flow down required in accordance with paragraph (f) of FAR clause 52.222-40.

(viii) 52.222-41, Service Contract Act of 1965, (Nov 2007), (41 U.S.C. 351, *et seq.*)

(ix) 52.222-50, Combating Trafficking in Persons (Feb 2009) (22 U.S.C. 7104(g)).

___ Alternate I (Aug 2007) of 52.222-50 (22 U.S.C. 7104(g)).

(x) 52.222-51, Exemption from Application of the Service Contract Act to Contracts for Maintenance, Calibration, or Repair of Certain Equipment--Requirements (Nov 2007) (41 U.S.C. 351, *et seq.*)

(xi) 52.222-53, Exemption from Application of the Service Contract Act to Contracts for Certain Services--Requirements (Feb 2009) (41 U.S.C. 351, *et seq.*)

(xii) 52.222-54, Employment Eligibility Verification (Aug 2013).

(xiii) 52.225-26, Contractors Performing Private Security Functions Outside the United States (Jul 2013) (Section 862, as amended, of the National Defense Authorization Act for Fiscal Year 2008; 10 U.S.C. 2302 Note).

(xiv) 52.226-6, Promoting Excess Food Donation to Nonprofit Organizations. (Mar 2009) (Pub. L. 110-247). Flow down required in accordance with paragraph (e) of FAR clause 52.226-6.

(xv) 52.247-64, Preference for Privately-Owned U.S. Flag Commercial Vessels (Feb 2006) (46 U.S.C. Appx 1241(b) and 10 U.S.C. 2631). Flow down required in accordance with paragraph (d) of FAR clause 52.247-64.

(2) While not required, the contractor may include in its subcontracts for commercial items a minimal number of additional clauses necessary to satisfy its contractual obligations.

(End of Clause)

Attachments

List of Attachments

Description	File Name
ATTACH.Attachment 1 - PWS	Attachment 1 Revision 1 DDOO PWS 6-12-13.pdf
ATTACH.Attachment 2 - QASP	Attachment 2 - DDOO QASP Final.pdf
ATTACH.Contract Signed	14-C-0008 (signed by Akira).pdf

PERFORMANCE WORK STATEMENT (PWS)
INFORMATION TECHNOLOGY (IT) SUPPORT SERVICES
FOR
DLA INFORMATION OPERATIONS

SECTION 1 INTRODUCTION

- A. The Defense Logistics Agency (DLA) is a United States (U.S.) Department of Defense (DoD) agency that provides worldwide logistics support for the missions of the Military Departments and the Unified Combatant Commands under conditions of peace and war.
- B. DLA Information Operations has a requirement for a contracted IT support services for on-site hardware, software, and technical support at the designated place of performance (*see section 2.2.1 – Place of Performance*). IT support services are required to augment existing Government IT support personnel.
- C. The primary objective is to ensure that all IT equipment, to include network hardware, server hardware, workstations, printers, portable computers, network infrastructure (cabling), and miscellaneous IT equipment, is functioning at all times to support mission requirements. IT support services shall be provided to users when working at their primary duty location, when working from an alternate site, and/or when working in a temporary duty (TDY) status away from primary duty location.
- D. Installation, maintenance, and troubleshooting support is required for all IT and IT related pieces of equipment to include workstations/laptops, printers and peripherals, such as, CD/DVD readers /writers, controllers, antennas, Ethernet cards, switches, routers, hubs, modems, media converters, monitors, keyboards, print servers, plotters, scanners, wireless bridges, RF network controllers, RF access points, RF handheld units, RF vehicle-mounted units, digital cameras, and LCD Boards.
- E. Work environment is in typical office settings, a server room, wiring closets and multiple warehouse production buildings. Work may require utilization of man-lifts for access to IT equipment mounted at higher elevations. Work may be dirty in nature for warehouses with limited environmental controls for temperature and humidity.

Est. # Users	Est. # Buildings	Est. Distance	Est. Equipment Elevation	Est. # Workstations/ Laptops	Est. # Printers	Est. # Peripherals
800	32	5 mile radius	Up to 20 feet	850	500	500

SECTION 2 GENERAL CONDITIONS AND REQUIREMENTS

- A. This Section provides general information relating to the conditions of operation and general requirements relating to the IT support services required.

2.1 SCOPE OF WORK

- A. The Contractor shall provide all personnel, equipment, supplies, facilities, road vehicles, transportation, tools, materials, cell phones, supervision, and other items/services (other than those designated as Government-furnished per Section 4, *Government-Furnished Property (GFP), Systems, Training and Support Services*) necessary to perform IT Support Services as defined in this PWS.
- B. IT Support Services required includes on-site support for problem reporting and resolution for end users and the overall computing environment. All work and trouble requests shall be identified to the contractor via the Incident and Asset Management Tracking System (*listed in Section 2.3 – Computing Environment*) as well as problems received (or referred) via phone, email or direct contact. The Contractor shall be responsible for communicating via written trouble ticket or work order for all repairs, installations, troubleshooting, and for ensuring response times are met.

	Required Response Times			
Estimated Incidents per Month	Priority 1	Priority 2	Priority 3	Priority 4
500-600	< 1 Hour	< 3 Hours	< 24 Hours	< 72 Hours

- C. Completed trouble tickets and work orders shall be closed out in the Government's Incident and Asset Management Tracking System within twenty four (24) hours after completion of work.
- D. This is a non-personal services contract to provide information technology support services. The Government shall not exercise any supervision or control over the contract service providers performing the services herein. Such contract service providers shall be accountable solely to the Contractor who, in turn, is responsible to the Government. The Government and the Contractor understand that the services to be provided under this contract by the Contractor are non-personal services and that no employer-employee relationship exists between the Government and the Contractor. The Government may provide technical direction which will assist the Contractor in accomplishing the PWS; however, the Government will not control the methods used by the Contractor to perform the service requirements set forth in the PWS.

2.2 GENERAL OPERATING CONDITIONS

- A. This Section provides general information relating to the conditions of operation and general requirements relating to the IT support services required.

2.2.1 PLACE OF PERFORMANCE, DUTY HOURS AND ACCESS TO THE HOST INSTALLATION

- A. Work will be accomplished primarily at DLA locations in Oklahoma City, OK 73145.
- B. The Contractor shall perform services required under this PWS in accordance with the Duty Hours identified in the PWS except Federal holidays and base closures.
- C. The Contractor shall provide occasional on-call support for End User support and Network administration support. On call support is anticipated to occur no more than six (6) times per year for End User support, no more than eight (8) times per year for Network Administration support, and no more than eight (8) times per year for System Administration support.

	Oklahoma City, OK	
Est. # Users	800	
On-Site or Remote Support	On-Site	
Duty Hours	End User 0700 – 0000 Monday - Friday	Network & System Admin 0700 – 1530 Monday – Friday
Est. Travel Time	N/A	
Est. frequency of on-site support	Daily	

D. Travel costs will be paid for in accordance with the Joint Travel Regulations.

E. Due to changing traffic requirements brought on by construction, changing missions, and security concerns within the host installation, access to the host installation is subject to change, sometimes with little or no warning. Inbound and outbound traffic restrictions exist.

2.2.2 PERIOD OF PERFORMANCE

A. The period of performance for this contract action will be for a one (1) year base period with four (4) one-year option periods.

2.2.3 FEDERAL HOLIDAYS

A. Federal holidays generally observed by government personnel include:

Observed Federal Holidays	
New Year's Day	Martin Luther King Day
Presidents Day	Memorial Day
Independence Day	Labor Day
Columbus Day	Veterans Day
Thanksgiving Day	Christmas Day

B. In the event an Executive Order issued by the President of the United States declares Agencies of the Federal Government closed for a regularly scheduled workday, the Contracting Officer (KO) or

Contracting Officer's Representative (COR) will determine and advise the Contractor on whether services are required for that day.

2.3 COMPUTING ENVIRONMENT (CE) AND OPERATING SYSTEMS

- A. The following list identifies the computing environment (CE), operating systems and data systems for which the Contractor shall be required to provide support (or use) which includes but is not limited to:
- Microsoft Windows7 Enterprise workstations, Windows 2008 enterprise servers.
 - Cisco and Enterasys networking equipment (routers, switches and access points).
 - Various models of Kyocera, Intermec and Printronix printers.
 - Various models of Dell servers, desktops, laptops, monitors, keyboards and mice.
 - Psion/Teklogix Radio Frequency (RF) handhelds and mobile mounted terminals.
 - BMC/Remedy Incident and Asset Management System

2.4 PERSONNEL QUALIFICATIONS AND CERTIFICATIONS

- A. Contractor personnel must be proficient in reading and capable of communicating effectively in English.
- B. Contractor personnel performing tasks under this PWS shall have appropriate level DoD 8570 IT level certifications for Information Assurance Technical (IAT) and appropriate level DLA approved Computing Environment (CE) certification(s) as identified in Table 2.4.1, *IAT and CE Certification Requirements*.

Table 2.4.1, IAT and CE Certification Requirements

Approving Authority	Functional/ Support Type	Certification	Requirement
DoD Approved IAT Level II Baseline Certifications	End-User Support/ Desktop Support and/or Network Administrator and/or System Administrator	GSEC, SCNP, SSCP, or Security+CE	Personnel performing work must have and maintain at least (1) certification at the IAT II or IAT III Level
DoD Approved IAT Level III Baseline Certifications	End-User Support/ Desktop Support and/or Network Administrator and/or System Administrator	CISA, GCIH, GSE, SCNA, and CISSP	
DLA Approved CE Certifications	End-User Support/ Desktop Support	MCDST, MCITP EDST, MCITP EDA, MCM, MCSA, MCSE, Windows 7(passing exams 70-680 or 70-682), and Windows XP (passing exams 70-270, 70-271 and/or 70-272).	Personnel performing work must have and maintain at least (1) CE from the list. CE requirements depend on the Functional/
	Network Support/	CCSE NGX, CCNA, CCNP, CCIE, CCSP,	

Approving Authority	Functional/ Support Type	Certification	Requirement
	Administrator	SCNA, CCSE NGX Plus NG with AI, CCMSE NG with AI, CSMSE NG with AI Plus VSX, NSA, ESE, and ECIE-C.	Support Type being performed.
	System Administrator	MCSE; MCITP EA; MCM: Windows Server 2008: Directory; MCA: MS Windows Server Directory; CCAA; GCWN	

[NOTE: Refer to Section 3.2 for Acronym Definitions](#)

* All tasks performed under this PWS are categorized under Information Assurance Technical (IAT) Level II positions as outlined in DoD 8570.01-M. No waivers or extensions will be provided for mandatory DoD IA or DLA CE certification requirements. Contractor personnel who fail to maintain the required certifications are subject to KO directed removal for performance under section 2.5 of the PWS.

Network Administrator – Primary responsibilities include the setup and administration of Operating Systems, servers, workstations, laptops, file servers, firewalls, related telecommunications and network software and hardware. Optimizes system operations and resource utilization and performs system capacity analysis and planning.

End-User Support – Experience installing PC software and hardware in network environment. Troubleshoots and resolves problems with networked PCs and other networked hardware and software.

System Administrator – Experience in installing, supporting, and maintaining servers or other computer systems, and planning for and responding to service outages and other problems. Analyzes system faults and troubleshoots and runs diagnostic tests on operating systems and hardware to detect, troubleshoot & solve problems. Evaluates and installs developed software during various phases of testing. Reviews and prepares documentation for systems, tests and installation of software. Administers systems/environment solutions and supports the planning of system/environment requirements

- C. Personnel assigned to or utilized by the Contractor in the performance of this contract shall possess the qualifications and skills set forth below and shall be fully capable of performing in an efficient, reliable, and professional manner. If the KO or COR questions the qualifications or competence of any person performing under the contract, the burden of proof that the person is qualified as prescribed herein shall be upon the Contractor.
- D. The Contractor shall be responsible for obtaining all necessary licenses and certifications and for complying with all applicable Federal, State, and local laws. The Contractor shall maintain updated copies of any applicable licenses and certifications for all employees and provide copies to the COR.

- E. Contractor personnel may be required to access IT equipment stored in a warehouse environment, Contractor personnel shall possess the knowledge and skills (to include licensing and certifications) necessary to operate various types of material handling equipment (MHE) , i.e., forklifts, scissor and boom lifts, dollies, pallet jacks, golf carts, mini-trucks/vans. Contractor personnel that operate motor vehicles shall maintain a valid state driver's license with all class and commodity endorsements required by Public Law 99-570 and state law for the type of vehicle operated.

2.4.1 MANAGEMENT PERSONNEL(KEY PERSONNEL)

- A. Team Lead. The Team Lead shall be available via telephone or email during the normal hours set forth in paragraph 2.2.1 for emergency problem resolution. The Contractor shall determine the labor category for the Team Lead based on the Contractor's proposed staffing plan.
- B. Team Lead Skills:
1. Possess the basic knowledge and skills required to plan, control, manage, and shall be responsible for the successful completion of the work and shall be qualified to be the Contractor's on-site supervisor and POC for Government representatives.
 2. Ability to provide overall supervision for Contractor employees to include, but not limited to, planning and managing the project professionally, ensuring that work is scheduled properly to obtain maximum use of resources; ensuring that accurate and timely reports are provided.
 3. Possess the authority to resolve problems, allocate resources, manage personnel, and monitor operation performance taking direction from the Government to ensure complete satisfaction.
- C. The Contractor shall provide the name, telephone number (to include mobile telephone and pager, as applicable) and e-mail address of the Team Lead in writing. In the event of the replacement of the Team Lead, the Contractor shall notify the KO or COR, in writing, of such replacement. The name, telephone number (to include mobile telephone and pager, as applicable) and e-mail address of the replacement Team Lead shall be provided to the KO or COR at least 15 calendar days prior to a planned replacement and within 24 hours following an unplanned replacement.

2.4.2 TECHNICAL PERSONNEL

- A. Personnel utilized by the Contractor in the performance of work required under this contract shall possess the certifications, qualifications and skills set forth below.
1. End User Support Skills:
- (a) Network+ certification or any approved certification demonstrating working knowledge and understanding of Transmission Control Protocol/Internet Protocol (TCP/IP) networked environment.
 - (b) Security+ certification or any approved certification demonstrating working knowledge and understanding of applying basic security principles to the computing environment (CE).
 - (c) Certified in a currently supported Microsoft Windows desktop operating system(s) with working knowledge of applications, System Center Configuration Manager, Microsoft's Active Directory (AD) as related to integration of desktop systems into AD, and all aspects of Windows security to include any subsequent software releases/upgrades.
 - (d) Ability to troubleshoot hardware and software problems related to desktop computers, Print servers, scanners, printers, PDAs (Blackberries), desktop video/video teleconference systems, and peripherals (zip drives, external zips, scanners, etc.).
 - (e) Ability to provide hardware maintenance such as board replacement, cable switching, communications assistance, and hardware installation and replacement.

- (f) Knowledge of industry standard Incident Ticket Tracking systems for inputting incident tickets and creating work orders.
- (g) Demonstrated knowledge and accomplishment in analyzing, diagnosing and recommending solutions for hardware and software problems.
- (h) Knowledge of IBM's Customer Information Control System (CICS) and Virtual Telecommunications Access Method (VTAM) Printer Support System (VPS) to restart printers and printer output.
- (i) Demonstrated ability with installation, configuration, and the ability to learn DLA-unique applications and programs.
- (j) Demonstrated understanding of End-User Radio Frequency (RF) hardware/software devices and the ability to perform minor repairs or configurations.
- (k) Ability to troubleshoot Microsoft products including, but not limited to, Windows, Office; including all aspects of Windows security and Microsoft desktop products
- (l) Understanding and knowledge of Windows XP and MS Office; to include ability to install any subsequent releases/upgrades.
- (m) Expertise to install and support workstation hardware and software, to include depot-unique items as instructed by the Government.

2. Network Administration Support Skills:

- (a) Network+ certification or any approved certification demonstrating working knowledge and understanding of Transmission Control Protocol/Internet Protocol (TCP/IP) networked environment.
- (b) Security+ certification or any approved certification demonstrating working knowledge and understanding of applying basic security principles to the network environment (NE).
- (c) Certified in network operating system/software to include ability to install any subsequent software releases/upgrades.
- (d) Knowledge of network sniffer technologies and/or other network management software.
- (e) Knowledge of Enterasys and/or Cisco network hardware and software.
- (f) Knowledge of network troubleshooting/administration, network switching and network equipment, including routing and switching.
- (g) Knowledge of technology network appliance and console software and network design.
- (h) Understanding of fiber optic cable use, maintenance and fabrication for building infrastructure; and IEEE 802.1x networking standards.
- (i) Capability to configure and troubleshoot network equipment, and identify and resolve hardware/software/network malfunctions.
- (j) Knowledge of Radio Frequency (RF) hardware, software and infrastructure and ability to perform minor repairs or configurations.
- (k) Ability to troubleshoot Enterasys and/or Cisco products, including all aspects of security.
- (l) Expertise to install and support workstation hardware and software, to include depot-unique items.
- (m) Ability to troubleshoot, repair/install interior building network cable infrastructure.

3. System Administration Support Skills:

- (a) Ability to troubleshoot/diagnose Microsoft products, including, but not limited to, Microsoft Active Directory (AD) and Windows server/desktop; including all aspects of Windows security and Microsoft desktop products.
- (b) Knowledge of Windows AD, Windows networking and administration.

- (c) Capability to configure and troubleshoot server equipment, and identify and resolve hardware/software/network malfunctions.
- (d) Network+ certification or any approved certification demonstrating working knowledge and understanding of Transmission Control Protocol/Internet Protocol (TCP/IP) networked environment.
- (e) Security+ certification or any approved certification demonstrating working knowledge and understanding of applying basic security principles to the computing environment (CE).
- (f) Certified knowledge of Microsoft Windows server operating systems and knowledge of applications, System Management Software, Microsoft's Active Directory (AD), and all aspects of Windows security to include any subsequent software releases/upgrades.
- (g) Expertise to install and support server hardware, software and certificates.
- (h)

2.5 SECURITY

- A.** The Homeland Security Presidential Directive 12 (HSPD-12) dated 27 August 2004 has established criteria for contractors who require a Common Access Card (CAC) for either physical access to a U.S. Government controlled installation or access to government information technology (IT) systems. The Government requires Personnel Security Investigations (PSI) to establish that applicants or incumbents either employed by the Government or working for the Government under contract are suitable for the job and/or are eligible for a public trust position. These positions have been designated as IT Level II. IT-II positions require favorable adjudication of a National Agency Check with Local Agency Check and Credit Checks (NACLC). The Contractor shall adhere to the following procedures for NACLAC:
 - 1.** Each Contractor employee shall complete a SF 86, Questionnaire for National Security Positions, using the Electronic Questionnaire for Investigative Processing (e-QIP) located on the Office of Personnel Management (OPM) website, <http://www.opm.gov/e-qip/>.
 - 2.** The Contractor shall submit the certification and release signature pages of the SF 86 and two fingerprint cards (FBI Form FD 258) to the Contracting Officer or COR who will forward them to the DLA Intelligence Security Office.
- B.** All personnel employed by the Contractor in the performance of this contract, or any representative of the Contractor entering a U.S. Government installation, shall abide by all security regulations and policies of the installation including access badges, parking, access to controlled or restricted areas, classified information, controlled unclassified information, data and IT resources.
- C.** DLA reserves the right to direct the removal of an employee, whose actions, while assigned to this contract, clearly conflict with the interests of the Government, regardless of prior clearance or adjudication status. DLA also reserves the right to direct the removal of an employee for misconduct, security violations, or performance reasons. The reason for removal shall be fully documented in writing by the Contracting Officer. When and if such removal occurs, the contractor shall assign qualified personnel to any vacancy(s) thus created within 10 working days. This action does not relieve the contractor from total performance of the contract tasks specified herein.
- D.** Contractor shall return all government issued identification, access badges, and vehicle passes to the KO or COR upon termination of service.
- E.** The provisions outlined above apply to the prime contractor and any subcontractors the prime contractor may employ during the course of this contract. No contractor personnel performing

sensitive duties shall be allowed to commence work on this effort until his or her trustworthiness has been favorably adjudicated.

- F. Not later than 15 calendar days prior to contract full performance start date, the Contractor shall provide the KO or COR a roster of all personnel, to include those requiring access to restricted or controlled access areas. The roster shall include each employee's full name, Social Security number, identification card number (if assigned), branch or section (if applicable), and security clearance (level of clearance and last investigation date, if applicable). The Contractor shall provide additions to rosters and an updated roster to the KO or COR at least five working days prior to the date of required access. The Contractor shall make all modifications to the rosters and provide an update to the KO or COR within 12 hours for employees whose employment has been terminated and for employees who no longer require access to restricted or controlled access areas.

2.5.1 DOD COMMON ACCESS CARD (CAC)/ACCESS IDENTIFICATION BADGE (ID BADGE)/ELECTRONIC KEY CARD

- A. Every Contractor employee shall obtain and possess a DoD Common Access Card (CAC) and an Access ID Badge as required. Upon favorable review and initiation of the PSI to establish the suitability of an employee for the job and the approval for temporary Automated Information System (AIS) access pending final adjudication of the PSI, the Contractor shall submit to the KO a request for the DoD CAC and ID Badge.
- B. The Contractor shall safeguard CAC and ID Badges furnished to them. Contractor employees shall not share CAC and ID Badges. Each Contractor employee shall wear the ID Badge conspicuously on his or her outer clothing above the waist at all times while working on the installation. Personnel may be challenged and removed from the work area or denied access to the host installation if the ID Badge is not worn.
- C. In the event that a Contractor employee damages or loses his or her CAC and ID Badge, the Contractor shall report the lost or damaged CAC and ID Badge within two (2) working hours of damage or loss to the KO or COR who will arrange for a replacement CAC or ID Badge. The Government will issue the Contractor employee a temporary ID Badge to be used for an eight to ten (8-10) working day waiting period until a new permanent ID Badge is issued. The Contractor shall return all government-furnished CAC or ID Badges to the Government either within one (1) working day of the completion of the contract or upon termination of an individual's employment, whichever comes first. Contractor personnel failing to return their Government CAC or ID Badge are subject to criminal charges under USC Title 18, Chapter 1, Section 499 and 701.
- D. The KO or COR will provide and maintain electronic key cards for the security access system. The electronic key card allows access to specific controlled areas of the facilities. The KO or COR will approve and provide the electronic key cards to the Contractor for access to the facilities.

2.5.2 INFORMATION SYSTEM SECURITY

- A. Upon favorable review and initiation of the PSI to establish the suitability of an employee for the job and the approval for temporary AIS access pending final adjudication, but not less than fourteen (14) working days prior to the employee's start date, the Contractor shall request Information Technology (IT) eligibility for an employee requiring access and passwords to the government-furnished data systems. All positions involving computer activities require a minimum IT II category eligibility. The Contractor shall submit a Contractor Investigative Request (CIR) and a DD Form 2875 for

temporary IT II eligibility, with final eligibility contingent upon receiving a favorably adjudicated background investigation.

- B.** All Contractor personnel provided with access to government-furnished computers and systems shall observe local AIS security policies and procedures as provided by the KO or COR. The Contractor shall notify the KO or COR within 12 hours when, for reasons of personnel resignation, reassignment, termination, or completion of portions of the contract, Contractor personnel no longer require access to government systems.
- C.** The Contractor shall observe all copyright agreements. In the interest of protecting government systems from computer viruses, the Contractor shall not use public domain software nor shall Contractor personnel download software from public bulletin boards or Internet websites. The Contractor shall use only commercial off-the-shelf (COTS), Contractor-developed, or government-furnished software in performance of the contract requirements. Should the introduction of a computer virus or malicious destruction of computer software, stored information, or hardware result from the use of public domain software or from software taken from a public bulletin board or Internet website, the Contractor shall be required to repair the damage and incur all costs at no expense to the Government and without impact on delivery schedules.

2.5.3 CONTACT OF A SUSPICIOUS NATURE

- A.** Contractor personnel who have been contacted under suspicious circumstances shall report that contact immediately, either verbally or in writing, to their supervisor who shall report it within two (2) hours to the KO or COR for action. Key contacts for reporting purposes are defined as:
 - 1. Contact with an individual (regardless of nationality) that suggests to the Contractor employee that an intelligence gathering or terrorist organization may have targeted him or her for possible intelligence exploitation.
 - 2. A request by anyone (regardless of nationality) for illegal or unauthorized access to classified or unclassified sensitive information.
 - 3. Contact with a known or suspected intelligence officer from any country.
 - 4. Contact with a foreign diplomatic establishment, whether in the U.S. or abroad, for personal or official reasons. Certain Contractor personnel in positions designated as "sensitive" by the Government may also be required to inform their chain of command in advance of the nature and reason for contacting a foreign diplomatic establishment or travel to countries on the State Department list whose interests may be adverse to the United States.
- B.** Additionally, Contractor personnel who have information about activities pertaining to espionage, terrorism, unauthorized technology transfer, sabotage, sedition, subversion, spying, treason, unauthorized release of classified or unclassified controlled information, or unauthorized intrusions into automated information systems shall report that information immediately to the KO or COR for action.

2.5.4 SAFEGUARDING INFORMATION

- A.** The Contractor shall not allow access or disclosure of information regarding the operations of DLA to any government agency, non-government agency, or individual unless specifically authorized by the KO or COR. The Contractor shall provide documents and files requested by such parties to the KO or COR within one hour of receipt of the authorized request.

- B.** The Contractor may be required to access data and information that is proprietary to a government agency or contractor or that is of such nature that its dissemination and use other than as specified in this contract would be adverse to the interests of the Government or others. The Contractor and its personnel shall not divulge or release data or information developed or obtained under performance of this contract except to government personnel who are authorized to receive the information or upon written approval of the KO or COR. The Contractor shall not use, disclose, or reproduce proprietary data that bears a restrictive legend other than as specified in this contract.
- C.** Disclosure of information regarding operations and services of DLA to persons not entitled to receive it, or failure to safeguard any classified information that may come into the Contractor's control in connection with work under this contract, may subject the Contractor, its agent, or its employees to criminal liability under USC Title 18, Crimes and Criminal Procedure, Part I, Crimes, Chapter 37, Espionage and Censorship, Sections 793, Gathering, Transmitting or Losing Defense Information, and Section 798, Disclosure of Classified Information. Neither the Contractor nor its employees shall disclose or cause to be disseminated any information concerning the operations of the activity which could result in, or increase the likelihood of, the possibility of a breach of DLA's security or interrupt the continuity of DLA's operation.

2.5.5 POTENTIAL OPERATIONAL CONSTRAINTS

- A.** Force Protection Conditions (FPCONs) may affect access to the host installations and DLA facilities. The FPCON is established by the host installation or higher national command authorities, and the Installation Commander is responsible for implementing the proper response to progressive levels of terrorist threats. FPCONs are normally displayed at most entrance gates, building entrances and office entrances. The Contractor shall adhere to and operate IAW any restrictions imposed as a result of a FPCON. Measures implemented under the various levels of terrorist threat may impact the Contractor's normal operational approach to IT support services. The Contractor shall ensure that IT support services are sustained during heightened security measures.

2.6 ENVIRONMENTAL, SAFETY, AND OCCUPATIONAL HEALTH (ESOH)

- A.** The Contractor shall formulate and maintain a written safety and health plan and make available to the Government upon request. The written plan shall include the details of the Contractor's responsibilities, method of program implementation, and how hazards and deficiencies shall be identified and corrected. It shall detail Contractor personnel responsibilities for: protection of Government property and safety of others, personnel responsibilities for reporting all mishaps, and establish procedures for reporting to correcting unsafe conditions, hazards, or practices. The Contractor shall have a central POC for safety and health related issues. The POC shall be identified in writing to the KO or COR.
- B.** The Contractor shall ensure employees have safety education when engaged in activities involving Government facilities, personnel, or equipment.
- C.** The Contractor shall notify the KO or COR immediately after the occurrence of all accidents and incidents resulting in either personal injury, loss of life, impact to the environment or property damage to a government facility or equipment. The Contractor shall submit a completed copy of DLA Form 1591 and supplemental information within four (4) working days of the accident or incidents. When Contractor employees work at least 1,000 man hours at the activity in any one calendar quarter, the Contractor shall complete OSHA Form 300A and provide to the KO or COR NLT 10 days after the end of the quarter (completed within current year to date).

- D.** The Contractor shall require their personnel to wear personal protection equipment (PPE) (i.e. safety shoes or safety boots, hearing protection, eye protection, gloves, safety harnesses) during the performance of this contract in accordance with OSHA standards. The Government will not be responsible for furnishing or paying for the cost of PPE.
- E.** The Contractor shall comply with all federal, state, and local environmental laws to include but not limited to Resource Conservation and Recovery Act (RCRA), Safe Water Drinking Act (SWDA), the Clean Air Act (CAA), and Federal Facilities Compliance Act (FFCA).
- F.** The Contractor shall inform personnel DLA Distribution is in the process of pursuing recognition under the Occupational Safety and Health Administration's (OSHA) Voluntary Protection Program (VPP).
 - 1. The Contractor shall inform personnel DLA Distribution is in the process of pursuing recognition under the Occupational Safety and Health Administration's (OSHA) Voluntary Protection Program (VPP).
 - 2. A key element of VPP is to ensure our contractor employees are afforded the same safe and healthful work environment as DLA personnel. The Contractor is not required to "certify" to VPP, but employees must be aware of the VPP and DLA Distributions efforts towards the recognition. The Contractor is responsible for their own safety and health programs but should adhere to the tenets of VPP: Management Leadership and Employee Involvement; Worksite Analysis; Hazard Prevention and Control Safety and Health Training. Detailed information on VPP is available on the OSHA website at <http://www.osha.gov/dcsp/vpp/index.html>.
- G.** The Contractor shall contact the Installation Radiation Safety Office before bringing any radioactive source or device that produces radiation when operated for approval.

2.7 PHASE-IN PERIOD

- A.** The phase-in period shall begin at time of contract award and shall not exceed 30 days, at which time full performance shall commence.
- B.** Within five (5) calendar days from the date of contract award, the Contractor shall complete all required hiring actions for the Team Lead. Within 20 calendar days of the date of contract award, the Contractor shall complete all hiring actions for personnel required to perform the requirements of the Contract and complete any associated training and certification requirements. The Contractor shall ensure that all new employees are trained and ready to begin working on the first day of full performance.

2.8 PREPAREDNESS EXERCISES

- A.** As directed by the KO or COR, the Contractor shall participate in preparedness exercises relating to security disaster preparedness and response, wartime response, and emergency and environmental and similar preparedness exercises.
- B.** The Contractor shall participate in emergency and recall notification and personnel accountability exercises. The Contractor shall establish emergency notification and recall and personnel accountability procedures in accordance with DoDI 3001.02, Personnel Accountability in Conjunction with Natural or Manmade Disasters, and test those procedures twice a year when directed by the KO or COR. During the exercise, the Contractor shall determine the status and whereabouts of assigned personnel, report the status of each Contractor employee to the KO or COR within established timelines, and continue to report periodic status until further direction by the KO or COR. The Contractor shall follow their personnel accountability procedures in the event of a real emergency as directed by the KO or COR.

2.9 CERTIFICATION AND ACCEPTANCE

- A. The KO or COR is designated as the point of final inspection and acceptance by the Government of all items and services required by the contract.

SECTION 3 DEFINITIONS AND ACRONYMS

3.1 DOD DICTIONARY

- A. The DoD Dictionary of definitions and terms is available on the Internet at:
http://www.dtic.mil/doctrine/dod_dictionary/.

3.2 ACRONYMS

- A. Following are acronyms from Table 2.4.1, *IAT and CE Certification Requirements*:

SYMBOL	DEFINITION
CCAA	Citrix Certified Advanced Administrator
CCIE	CISCO Certified Internetwork Expert
CCNA	CISCO Certified Network Associate
CCNP	CISCO Certified Network Professional
CCSP	CISCO Certified Security Professional
CISA	Certified Information Systems Auditor
CISSP	Certified Information Systems Security Professional
EA	Enterprise Administrator
ECIE-C	Enterasys Certified Internetworking Engineer for Infrastructure
EDA	Enterprise Desktop Administrator
EDST	Enterprise Desktop Support Technician
ESE	Enterasys System Engineer
GCIH	GIAC Certified Incident Handler
GCWN	GIAC Certified System Administrator
GIAC	Global Information Assurance Certification
GSE	GIAC Security Expert
GSEC	GIAC Security Essentials Certification
MCA	Microsoft Certified Architect
MCDST	Microsoft Certified Desktop Support Technician

SYMBOL	DEFINITION
MCITP	Microsoft Certified IT Professional
MCM	Microsoft Certified Master
MCP	Microsoft Certified Professional
MCSA	Microsoft Certified Solutions Associate
MCSE	Microsoft Certified Solutions Expert
MCTS	Microsoft Certified Technology Specialist
NSA	EC-Council Network Security Administrator
SA	Server Administrator
SCCP	Systems Security Certified Practitioner
SCNA	Sun Solaris Certified Network Administrator

SECTION 4 GOVERNMENT-FURNISHED PROPERTY (GFP), SYSTEMS, TRAINING AND SUPPORT SERVICES

4.1 GENERAL INFORMATION

- A.** The Government will provide access to resources and information to include Government transactional data systems required in the performance of this PWS.
- B.** The Government will furnish on-site training for unique Government systems (GOTS) in performance of this PWS.
- C.** The Government may require Contractor personnel attend mandatory on-site or off-site training on DLA's IT equipment, systems and/or network environment. The Government will be responsible for instructor costs associated with this Government-furnished training. The Government will reimburse the Contractor for travel costs allowed under FAR Part 31.205-46, *Travel Costs* for attending Government-furnished off-site training.
- D.** The Government will provide on-site office space with furniture, to include computer and network printer, office supplies and desk telephone.
- E.** At no cost to the Contractor, the Government will furnish the services to be used exclusively to perform the requirements of this contract that include custodial services, refuse and recycling collection, government forms, emergency medical services, police and fire protection, telephone and utilities.
- F.** When tasks to be performed and/or areas to be reached require the use of MHE, i.e., forklifts, man lifts, etc., the Government will schedule equipment for Contractor use at no cost to the Contractor. The Government will provide all materials, parts, equipment and supplies that Contractor personnel will need to perform this requirement. With exception of "Over the Road Vehicles".

SECTION 5 CONTRACTOR RESPONSIBILITY FOR EQUIPMENT AND TRAINING

5.1 CONTRACTOR-FURNISHED TRAINING

- A. The Contractor shall provide training (not designated as Government furnished) which may be required for Contractor personnel to comply with the contract requirements. The Contractor shall be responsible for all costs associated with this training. The Contractor shall maintain copies of training records, designation letters and certificates on site and make them available for the KO or COR to review upon request. The training records shall include, at a minimum, the name of the employee, the name of the course, the source of the training, a description of the training provided and the date the employee successfully completed the training. The Contractor shall furnish the following training:

1. **INFORMATION ASSURANCE (IAT) TECHNICAL TRAINING:**

Contractor personnel performing tasks associated with this PWS that will be performing an IA function shall be trained and certified in accordance with DoD Directive 8570.1 *Information Assurance Training, Certification, and Workforce Management* and DoD 8570.1-M *Information Assurance Workforce Improvement Program*. IA functions are defined in chapters 3 and 4 of the DoD 8570.1-M. Contractor personnel performing IA functions on this contract shall be certified at the appropriate IAT Level as demonstrated by maintaining one (1) of the DoD approved certifications posted on the Defense Information Systems Agency (DISA) Information Assurance Support Environment (IASE) website (<http://iase.disa.mil/eta/iawip/>). The website provides a list of approved certifications for personnel performing IA functions that meet baseline IA certification requirements. Contractors may maintain any of the approved certifications to meet the applicable certification requirements for each associated level.

2. **COMPUTING ENVIRONMENT (CE) TRAINING:**

In addition to DoD IA baseline certification requirements, Contractor personnel shall maintain appropriate Computing Environment (CE) certifications for the operating system(s) and/or security related tools/devices being supported under this contract. Contractor personnel should maintain CE certifications for all tools, systems and devices being supported; however, at a minimum, Contractor personnel shall maintain a certification in the functional area(s) they spend the most time supporting (i.e. Windows7 certification for Desktops/End User Support, Cisco/Enterasys certification for Networking, Windows 2008 for System Administration). See the DLA approved list of CE certifications in Table 2.4.1, *IAT and CE Requirements*. The approved CE list will be periodically updated to ensure relevant or expired industry standard certifications are added or removed as applicable to the CE or as directed by DoD policy. The Contractor shall identify personnel performing IA functions identified in the PWS prior to that employee commencing any work under this PWS and provide documentation to the KO or COR showing the employee's certification(s) and certification status. The Contractor shall demonstrate that they have a process to track certification status of employees to ensure certifications are current or to replace departing employees with employees possessing current certifications in a manner that will not cause program interruption. Contractor personnel shall be required to sign the User Access Agreement, Privileged Rules of Behavior, and General Rules of Behavior and non-Disclosure agreement prior to working on any government system(s).

3. **EQUIPMENT OPERATION.** This training is required for all Contractor employees who operate motorized vehicles, MHE, other equipment with the required licensing, certification, or specialized training. Training includes but is not limited to the requirements identified in CFR Title 29, Part 1910.178; CFR Title 49; American Society of Mechanical Engineers (ASME)

B30.13-1996, Storage/Retrieval (S/R) Machines and Associated Equipment; and DLAI 4500.36, Management, Acquisition, and Use of DLA Operating Equipment, Sections E3m and E3n; and Federal, State and Local Laws. Refresher training is required at a minimum of every three years or when warranted in accordance with OSHA, DoD, and manufacturer's guidance.

4. **SECURITY TRAINING.** To ensure that all Contractor employees know and understand regulations and policy pertaining to physical, information, operations and personnel security, the Contractor shall provide security and antiterrorism training to all employees in accordance with applicable DOD regulatory requirements. At a minimum, security training requirements as required by the DLA Issuances and other applicable DOD guidance will be completed annually for: Antiterrorism/Force Protection (AT/FP), Operations Security (OPSEC), Counterintelligence Awareness Training, Information Security (INFOSEC), DoD Information Assurance Awareness and Combating Trafficking in Persons (CTIP). The security training is web-based and access will be provided by the Government. The Contractor shall ensure Contractor personnel have taken the required security training to meet DoD guidance and that the personnel continue to maintain their certifications.

5.2 CONTRACTOR FURNISHED EQUIPMENT

- A. The Contractor shall provide equipment (not designated as Government furnished) which may be required for Contractor personnel to perform the requirements of this contract. The Contractor shall be responsible for all costs associated with this equipment.
 1. The Contractor shall provide safety equipment while performing hazardous duties in both the office and warehouse environments. The required safety equipment may include, but is not limited to, safety shoes, glasses, harness, and equipment lanyards.
 2. The Contractor shall furnish motor vehicles needed in performance of this PWS for the transportation of Contractor personnel and government equipment to various buildings within the designated location(s). The equipment to be transported may include, but is not limited to: computers, printers, switches, tools and other miscellaneous IT hardware. Contractors shall not be authorized to obtain government vehicles in performance of any contract other than under a cost-reimbursement contract. The Contractor vehicle shall display the "Company Name" on the front driver and passenger door. Contractor personnel privately-owned vehicles (POVs) shall not be used for the transportation of Government-owned IT equipment. Contractor-furnished vehicles and operators shall meet all applicable licensing, insurance, registration and safety requirements.

SECTION 6 SPECIFIC TASKS

6.1 END USER (DESKTOP HARDWARE/SOFTWARE) SUPPORT REQUIREMENTS

- A. The Contractor shall:
 1. Provide hardware/software installation, updates, configuration, troubleshooting and resolution.
 2. Provide diagnostic assistance at all levels to users of automation to determine the cause and resolution of problems encountered in the use of hardware and software. Refer, escalate and report unresolved problems and outages to enterprise technical support teams for assistance as required.

3. Provide support for all IT equipment, to include network servers, PCs, printers, scanners, portable computers, switches, routers, Blackberry devices, Multi-Functional Devices (MFDs), desktop video systems/video teleconference and projection systems that are hooked to a laptop or PC, docking stations and any external peripherals (e.g. CDROM-R/DVD, CDROM-RW, CAC readers, etc.), wireless equipment, and other miscellaneous IT equipment. Equipment is located throughout multiple buildings.
4. Manage and perform equipment relocation, installation, expansion, connection / disconnection, upgrades, support/maintenance, and preventive maintenance of computer systems hardware, documentation, and peripheral devices, to include surveying new installations and moving IT equipment as requested; provide support to include servicing peripherals, such as printers and update associated equipment Asset Management records in accordance with policy.
5. Test and install computer hardware and software applications and ensure software applications meet end user requirements, and compliance to DLA's Computer Emergency Response Team (CERTs) and Security Technical Implementation Guide (STIG) mandates.
6. Plan and coordinate the removal, movement, and/or installation of computer hardware and software to include updating Asset Management System.
7. Provide support for CAC (Common Access Card) deployment. Install smart card readers, middleware, and PKI (Public Key Infrastructure) Certificates. Provide troubleshooting, guidance and training to DLA personnel on use of the CAC card and its software certificates.
8. Provide on-site service for multiple divisions and other remote customers on an as required basis. IT support shall be required for disconnection, connection, installation, or relocation of PCs and associated peripherals. Guidance shall be provided for new equipment installations according to DLA Information Operations standard specifications.
9. Printer maintenance:
 - (a) Install and maintain all types of network and PC attached printers (bar code, pRFID, & laser).
 - (b) Install and configure network print servers.
 - (c) Troubleshoot problems with print servers.
10. Excess IT Equipment:
 - (a) Deliver unserviceable or excess IT equipment to staging area for disposal.
 - (b) Prepare hard drives for disposal in accordance with policy and provide records to the Technical Point of Contact (TPOC).
 - (c) Complete and provide documentation to the Accountable Property Officer (APO) to adjust inventory for any relocation or disposal of IT equipment.
11. Software Support:
 - (a) Provide software support to include any subsequent releases/upgrades/patches, configuration, troubleshooting and resolution for various commercial software packages.
 - (b) Provide software integration, identification of products to meet customer's requirements current and future.
 - (c) Provide technical support on software installation and configuration.
 - (d) Utilize approved automated systems and processes to remotely deploy all applicable software upgrades, patches, and mandated Computer Emergency Response Team (CERT) taskings.

- (e) Maintain and update IT inventory in accordance with the DLA Information Operations at New Cumberland Instruction Number 4200.01 Information Technology Asset Management, including Accountable Property Standard Operating Procedures for control and location of IT assets.
- (f) Provide support and/or troubleshooting for applications to include, but not limited to:
 - Microsoft Windows
 - Microsoft Office
 - Microsoft Active Directory (AD)
 - COTS applications (i.e. WebSphere, Globe Ranger)
 - Depot-unique applications (i.e. DISA's Multi-Host Internet Access Portal (MIAP), Distribution Standard System (DSS), Equipment Control System (ECS), etc.)

12. Contact proper vendor repair personnel for warranty repairs or when proprietary repairs are required. Explain and demonstrate malfunctions to equipment vendors responding to warranty calls or proprietary contractor calls. Verify that vendors who are servicing warranties or making proprietary repairs made proper repairs.

6.2 NETWORK ADMINISTRATION SUPPORT REQUIREMENTS

A. The Contractor shall:

1. Monitor various systems' performance, troubleshoot system problems, and conduct technical diagnostic analysis to determine the source of the hardware and/or system problem and develop data recovery methods if necessary. Refer, escalate and report unresolved problems and outages to enterprise technical support teams for assistance as required.
2. Develop and provide support services, including instructions, guidance, and training relative to the use of installed application database software systems.
3. Implement applicable patches including Information Assurance Vulnerability Assessments (IAVAs), Information Assurance Vulnerability Bulletin (IAVBs), and Taskings (TAs) for their network environment (NE).
4. Apply security requirements to the operating system for the network environment (NE) and computing environment (CE) used in their current position.
5. Configure and administer Dynamic Host Configuration Protocol (DHCP), Domain Name Server (DNS), Windows Internet Naming Service (WINS), and Transmission Control Protocol/Internet Protocol (TCP/IP) network support.
6. Receive, process, and report final response/actions for Computer Emergency Response Team (CERT) Taskings and IAVAs to curtail vulnerabilities.
7. Search computer and network logs for unauthorized entry attempts or activity and reporting any findings.
8. Information Assurance (IA) Functions:

- (a) Examine potential security violations to determine if the NE has been breached, assess the impact, and preserve the evidence.
 - (b) Support, monitor, test, and, troubleshoot hardware and software IA problems pertaining to the NE.
 - (c) Recommend and schedule IA-related repairs in the NE.
 - (d) Manage accounts, networks rights, and access to the NE systems and equipment.
 - (e) Ensure that hardware, software, data, and facility resources are archived, sanitized, or disposed of in a manner consistent with system security plans and requirements.
 - (f) Perform system audits to assess security related factors within the NE.
9. Maintain the network from the routers to end-user workstations.
10. Troubleshoot network routers, hubs, smart switches, interior cable infrastructure, replacing and repairing as required.
11. Radio Frequency (RF) Support/Service:
- (a) Determine the location, installation and cabling requirements for access points and antennas.
 - (b) Troubleshoot problems with RF terminals, Smart-Cart system (RF bridge unit, Inverter, Charger, batteries, PC, monitor, printer(s)), and RF network service for buildings.
 - (c) Determine optimum configuration for RF Base — RF Bridge and configure the units.
 - (d) Troubleshoot problems with the RF Base — RF Bridge network for 2.4 GHz or later frequencies.
 - (e) Perform troubleshooting normally associated with network-connected terminals for software and hardware problems.
 - (f) Program RF devices and controllers units using Standard Operating Procedures (SOP) instructions provided.
 - (g) Use provided man-lift or approved/inspected ladders for the installation of access points, antenna and cabling required for established service and to retrieve defective units for repair.
 - (h) Monitor Map RF for identified problem areas in the RF system.
 - (i) Provide support in accordance with the DLA Information Operations Wireless Policy (refer to Attachment 5.3, *DoD Wireless Instructions, 8420.01*).
12. Provide Software Support:
- (a) Provide software support to include any subsequent releases/upgrades/patches, configuration, troubleshooting and resolution for various commercial software packages.
 - (b) Provide software integration, identification of products to meet customer's requirements current and future.
 - (c) Provide technical support on software installation and configuration.
 - (d) Utilize approved automated systems to remotely deploy all applicable software upgrades, patches, and mandated CERTs.
 - (e) Maintain IT inventory in accordance with the DLA Information Operations at New Cumberland Instruction Number 4200.01 Information Technology Asset Management, including Accountable Property Standard Operating Procedures.
 - (f) Provide software support to include but not limited to the following:
 - Distributed Sniffer software suite
 - Switch/Router management software suite
 - Vulnerability Scanning software suite
 - DLA COTS applications (i.e. WebSphere, Globe Ranger)
 - Depot-unique applications

6.3 SYSTEM ADMINISTRATION SUPPORT REQUIREMENTS

A. The Contractor shall:

1. Monitor various systems' performance, troubleshoot system problems, and conduct technical diagnostic analysis to determine the source of the hardware and/or system problem and develop data recovery methods if necessary.
2. Develop and provide support services, including instructions, guidance, and training relative to the use of installed applications and systems.
3. Implement applicable patches including Information Assurance Vulnerability Assessments (IAVAs), Information Assurance Vulnerability Bulletin (IAVBs), and Taskings (TAs) for their computing environment (CE).
4. Apply security requirements to the operating system for computing environment (CE) used in their current position.
5. Configure and administer Dynamic Host Configuration Protocol (DHCP), Domain Name Server (DNS), Windows Internet Naming Service (WINS), Active Directory (AD) and Transmission Control Protocol/Internet Protocol (TCP/IP) support.
6. Receive, process, and report final response/actions for DLA Computer Emergency Response Team (CERT) Taskings and IAVAs to curtail vulnerabilities.
7. Search computer and system logs for unauthorized entry attempts or activity and reporting any findings.
8. Information Assurance (IA) Functions:
 - (a) Examine potential security violations to determine if the CE has been breached, assess the impact, and preserve the evidence.
 - (b) Support, monitor, test, and, troubleshoot hardware and software IA problems pertaining to the CE.
 - (c) Recommend and schedule IA-related repairs in the CE.
 - (d) Ensure that hardware, software, data, and facility resources are archived, sanitized, or disposed of in a manner consistent with system security plans and requirements.
 - (e) Perform system audits per the direction of the KO or designee to assess security related factors within the CE.
9. Provide Software Support:
 - (a) Provide software support to include any subsequent releases/upgrades/patches, configuration, troubleshooting and resolution for various commercial software packages.
 - (b) Provide software integration, identification of products to meet customer's requirements current and future.
 - (c) Provide technical support on software installation and configuration.
 - (d) Utilize approved automated systems to remotely deploy all applicable software upgrades, patches, and mandated DLA CERTs.
 - (e) Maintain IT inventory database for control and location of IT assets.
 - (f) Provide software support to include but not limited to the following:
 - Microsoft Server

- Active Directory
- DLA-unique applications

6.4 PROPERTY ACCOUNTABILITY

- A.** The Contractor shall maintain care of all Government-furnished property. At all times during the performance of the contract requirements, title to the mission stock and all other government-furnished property shall remain vested with the Government. In exercising care and custody, the Contractor shall safeguard all Government-furnished property.
- B.** The Contractor shall provide the proper protection for material under their custody and control. If there is a loss the Contractor shall immediately notify the KO or COR.

6.4.1 LIABILITY FOR GOVERNMENT PROPERTY

- A.** The Contractor shall be held financially liable for loss, damage, or destruction of government property caused by negligence, willful misconduct or unauthorized use. The KO or COR will make the pecuniary liability determination when a Contractor's negligence results in loss, damage, or destruction of Government property.
- B.** The Contractor shall:
 - 1. Notify the KO or COR immediately when it discovers the gain, loss, damage or destruction of government equipment or property.
 - 2. Conduct an initial search and/or informal investigation into the loss or damage of equipment or property and forward all research data to the KO or COR.
 - 3. Cooperate in any subsequent investigations.

6.4.2 INDEMNIFICATION AND LIMITATION OF LIABILITY

- A.** The Contractor shall indemnify the Government and hold it harmless against claims for injury to persons or damage to property of the Contractor or others arising from the Contractor's possession or use of the government facilities, from its activities, or from its use, care and custody of the mission stock and government equipment and supplies relating to the performance of this contract.
- B.** When the KO or COR determines that any loss, damage or destruction of mission stock or other government property is caused by the Contractor's negligence, willful misconduct or unauthorized use, the KO or COR may off-set payments under the contract by the determined value of the loss, damage or destruction. The Contractor's liability per occurrence shall be limited to \$50,000 with a total limit of liability of \$1,000,000 per year. This limit of liability does not apply to the Government's right to indemnification.

6.5 RECORDKEEPING

- A.** The Contractor shall utilize the Employee Activity Guide for Labor Entry (EAGLE) IT system which is DLA's designated Time and Project Tracking System to input consolidated time spent on tasks performed using predetermined codes provided within the tracking system.
- B.** The Contractor shall utilize the Incident and Asset Management Tracking System to identify, schedule, document and complete all trouble call actions and requests.

- C. All documentation, record and databases, as described in this PWS, are the property of the Government. All files developed in performance of the work under this contract are the property of the Government. The Contractor shall turn all files over to the KO or COR at the completion or termination of this contract.

6.6 SECTION 508 COMPLIANCE REQUIREMENTS

Section 508 must be considered as a requirement on the delivered content to assure that it includes data and/or knowledge appropriate to specific Section 508 accessibility requirements. Solicitation respondents must describe how their experience and skills will result in Electronic and Information Technology (EIT) deliverables meet at least those technical provisions identified as applicable in the attached Government Product/Service Accessibility Template (GPAT), . The standards in the DDOO IT Support GPAT define the types of technology covered and set forth provisions that establish a minimum level of accessibility. Only proposals which contain adequate information to document their responsiveness to the Section 508 requirements (e.g. a completed GPAT, VPAT or equivalent and supporting documentation).

6.7 QUALITY CONTROL PLAN

- A. DLA is committed to a highly interactive relationship between quality control by the Contractor and quality assurance by the government recipient of services. This relationship shall be achieved through a Prevention Based Quality System dedicated to ensuring the best possible products and services to DLA end users. The Contractor shall provide their final QCP no later than (NLT) 10 calendar days after the start of full performance in accordance with paragraph 6.5B.
- B. The Contractor's quality system shall demonstrate its prevention-based outlook by meeting the objectives stated in the PWS throughout all areas of performance (e.g., all functional areas, all Acceptable Performance Level (APL) and non-APL requirements). The QCP shall be developed to specify the Contractor's responsibility for management and quality control actions to meet the terms of the contract. Within 24 hours of completion, the Contractor shall provide to the KO or COR, all reports generated as a result of the Contractor's quality control efforts. This shall include any summary information used to track quality control, including any charts/graphs.
- C. The Contractor's QCP shall be incorporated into and become part of this contract after the plan has been accepted by the Government. Changes made after KO or COR approval shall be submitted in writing to the KO or COR for review and acceptance. The Contractor's QCP shall be maintained throughout the life of the contract and shall include the Contractor's procedures to routinely evaluate the effectiveness of the plan to ensure the Contractor is meeting the performance standards and requirements of the contract.
- D. DLA Information Operations will implement a Quality Assurance Surveillance Plan (QASP) to ensure the contractor provides the required services and adheres to quality standards as specified in this PWS. The KO or COR shall monitor performance. This monitoring by the KO or COR shall be carried out via the QASP as identified in the attachment to this PWS entitled, "Quality Assurance Surveillance Plan (QASP) for IT Support Services. This QASP document shall also ensure the Contractor's QCP effectiveness and provides a systematic method to evaluate the services the Contractor is required to furnish.

6.8 DELIVERABLES

- A. The Contractor shall submit the following deliverables:

6.8.1 TASK ACTIVITY TRACKING

- A. The Contractor shall input into EAGLE consolidated time spent on tasks performed using predetermined codes within the tracking system.

6.8.2 WORK ORDER/INCIDENT TICKET TRACKING

- A. The Contractor shall utilize the designated Incident and Asset Management Tracking System to identify, schedule, and complete all trouble call actions and requests.
- B. Within 24 hours after completion of a work order, the Contractor shall input into the Incident and Asset Management Tracking System completed incident documentation.

6.8.3 WEEKLY STATUS REPORTS

- A. The Contractor shall provide a weekly report that identifies work completed for the specified time period, any issues that could not be resolved, and any suspense that could not be met with an explanation for the delay.

6.8.4 CONFIGURATION MANAGEMENT

- A. The Contractor shall provide documentation of installations/upgrades, to include screenshots, diagrams, technical specifications, and guidance for future reference.
- B. The Contractor shall provide all required certifications of personnel performing work under this contract in accordance with the specifications identified for each certification in this PWS (i.e. IA, MHE, etc.).

6.8.5 CONTRACTOR MANPOWER REPORTING

The Contractor shall report all contractor labor hours (including subcontractor labor hours) required for performance of services provided under this contract for the Defense Logistics Agency via a secure data collection site. The contractor is required to completely fill in all required data fields using the following web address: <http://www.ecmra.mil/>. Reporting inputs will be for the labor executed during the period of performance during each Government fiscal year (FY), which runs October 1 through September 30. While inputs may be reported any time during the FY, all data shall be reported no later than October 31 of each calendar year, beginning with 2013. Contractors may direct questions to the help desk at help desk at: <http://www.ecmra.mil/>.

Quality Assurance Surveillance Plan for DLA Information Operations

1.0. Purpose

1.0.1. This Quality Assurance Surveillance Plan (QASP) is a Government developed document used to evaluate Contractor actions while implementing the Performance Work Statement (PWS) included in this contract. The QASP is designed to provide an effective surveillance method for monitoring and evaluating the Contractor's performance for each of the performance objectives, to ensure that the Contractor performs in accordance with the performance metrics set forth herein, and to ensure that the Government receives the acceptable performance levels of services.

1.0.2. The Contracting Officer's Representative (COR) performs surveillance activities under direction of the DLA Information Operations at New Cumberland Director. The QASP will also afford the Contracting Officer (KO) and the COR a productive mechanism to preclude major deficiencies in Contractor performance, provide input for the annual Contractor performance evaluations, and make the determination of exercising contract options and that the Government only pays for acceptable level of services received. The Contractor, and not the Government, is responsible for management and quality control actions to meet the terms of the contract. The role of the Government is to carry out quality assurance surveillance actions to ensure contract standards are achieved. This Quality Assurance Surveillance Plan (QASP) may be revised periodically as determined by the COR and KO. The Contractor shall be provided a 30-day notice of the revision.

2.0. Performance objectives for the Contractor

2.0.1. The Contractor shall perform IT support services with oversight and approval of the COR. These services include all functions associated with generally accepted IT functions, services, and information and equipment accountability requirements. Specific tasks are detailed in the PWS.

2.0.2. Contractor shall ensure that adequate staffing levels are provided to meet the Acceptable Performance Levels (APL's) detailed in this QASP. Contractor will be evaluated monthly to ensure performance meets or exceeds the APL's listed below. Penalty deductions may be used to reduce the monthly fixed price invoice when APL's are not met.

3.0. Metrics / penalties

3.0.1. Performance levels will be monitored and measured monthly, and compared against the APL's by the COR. If a performance objective APL is not met, the payment due to the Contractor may be reduced by the penalty listed in the APL. While it may be

possible for penalty percentages to add to more than 10%, the maximum discount will be 10%.

3.0.2. Actual use and application of monetary penalties may be waived upon recommendation by the COR and final determination by the KO that such penalties are not necessary or are not appropriate based on the circumstances associated with creating the penalty.

Acceptable Performance Levels:

4.0. IT SUPPORT

4.1.0. Performance Objective: Provide technical staffing to support DLA Information Operations at New Cumberland, PA located at Oklahoma City, OK system requirements, to include End-User support and Network administration support.

4.1.1. Measure 1: Provide timely End-User and Network Administration support to DLA customers located at Oklahoma City, OK. Incident calls are answered quickly and responded to in a timely, courteous and professional manner. Contractor ensures that customer's response time expectations are met or exceeded, and that the number of second requests for service by customers is minimal.

4.1.1.1. Surveillance: The COR will perform periodic inspections to assure requests are acknowledged in a timely manner. This may include gathering information from customers or survey data to determine if service requests received action within the designated time period.

4.1.1.2. Acceptable Performance Level: Contractor shall respond to service requests, by e-mail, phone call or customer visit as appropriate, within one (1) hour for priority one (1) (critical/immediate) problems; three (3) hours for priority two (2) (high) problems; 24 hours for priority three (3) (medium) problems; and 72 hours for priority four (4) (low) problems. At least 95% of incident calls received during the hours of operation stated in the PWS section 2.2.4 are responded to within the above time limits.

4.1.1.3. Penalty: 2%

4.2.0. Performance Objective: Timely completion of assigned projects and tasks.

4.2.1. Measure 1: Assigned projects and tasks are completed accurately and within the time frame allotted.

4.2.1.1. Surveillance: The COR will perform periodic inspections to determine whether assigned projects and tasks are completed within specified time limits.

4.2.1.2. Acceptable performance level: At least 90% of assigned projects / tasks are completed and returned to the Technical Point of Contact (TPOC) by the negotiated timeframe based on the complexity of the project/task. Contractor personnel will notify the TPOC of any anticipated delays, and will notify the TPOC of task completion within 24 hours. Documentation is to be completed within 5 working days of completion of the respective phase. A weekly report shall be provided which provides a summary of work completed and any issues that could not be resolved or suspense that was not met and an explanation for the delay. All documentation shall be accurate and complete.

4.2.1.3. Penalty: 2%

4.2.2. Measure 2: Documentation / Reports are submitted timely and with minimal errors.

4.2.2.1. Surveillance: The COR will perform periodic inspections to determine whether documentation / reports are submitted within specified time limits and whether quality of documentation / reports is acceptable.

4.2.2.2. Acceptable performance level: At least 98% of Documentation / Reports are to be submitted within 5 working days of completion of the respective project / task. All documentation shall be accurate and complete.

4.2.2.3. Penalty: 1%

4.3.0. Performance Objective: Timely closeout of incident tickets.

4.3.1. Measure 1: All trouble calls shall be tracked through issue resolution and closeout using the designated Incident Ticket Tracking System.

4.3.1.1. Surveillance: The COR will run weekly reports from the designated Incident Ticket Tracking System application to verify proper ticket closeout procedures are followed.

4.3.1.2. Acceptable performance level: 98% of incident tickets shall be closed within 1 hour of issue resolution.

4.3.1.3. Penalty: 2%

4.4.0. Performance Objective: Inventory and Asset Management.

4.4.1. Measure 1: All computer-related equipment will be accounted for in its appropriate "use" status. Contractor shall comply with internal inventory requirements for computer-related equipment.

4.4.1.1. Surveillance: The COR will perform periodic inspections to determine whether computer-related equipment is properly accounted for and inventoried accurately.

4.4.1.2. Acceptable performance level: Computer-related equipment inventory accuracy will be maintained with not more than two discrepancies per month.

4.4.1.3. Penalty: 2%

4.4.2. Measure 2: Ensure equipment being repaired or replaced by the vendor is conveyed to the appropriate Hand Receipt Holder or Accountable Property Officer. Ensure disposed equipment is done so in accordance with current DLA Information Operations policy and guidance.

4.4.2.1. Surveillance: The COR will perform periodic inspections to determine whether equipment removed from service is disposed of properly, and that equipment for repair or replacement has been reported properly.

4.4.2.2. Acceptable performance level: Not more than two repair or replacement discrepancies per month.

4.4.2.3. Penalty: 2%

5.0.0. The table below summarizes the performance factors, APL's, and penalties.

Surveillance Activity Checklist- summary table					
Category	Performance metric / Evaluation Factor	Goal	Acceptable Performance level (APL)	Surveillance method(s) used to determine performance level	Monthly penalty / deduction if APL is not met
IT Support	Provide timely support to customers.	100%	At least 95% of incident calls received during the hours of operation stated in the PWS section 2.1 are responded to within the stated time limits.	Periodic inspections	2%
	Timely completion of assigned projects and tasks.	All Projects / tasks completed within designated time frame	At least 90% of assigned projects / tasks are completed by due date.	Periodic inspections	2%
	Required documentation / reports	Submitted on time	98% of documentation / reports are submitted to the COTR within 5 days of project / task completion	Periodic inspections	1%
	Closing incident tickets	Close all completed tickets	98% of incident tickets shall be closed within 1 hour of issue resolution	Weekly reports from the designated Incident Ticket Tracking System	2%
	Inventory accuracy	100% inventory accuracy	Not more than 2 discrepancies per month	Periodic inspections	2%
	Repair/replace reporting	100% recorded / disposed properly	Not more than 2 discrepancies per month	Periodic inspections	2%

6.0.0. Documentation

6.0.1. The COR will, in addition to providing documentation to the KO, maintain a complete Quality Assurance file. The file will contain copies of all reports, evaluations, recommendations, and any actions related to the Government's performance of the quality assurance function, including the originals of all Surveillance Activity Checklists. All such records will be retained for the life of this contract. The COR shall forward these records to the KO at termination or completion of the contract.

SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30				1. REQUISITION NUMBER See Schedule		PAGE 1 OF 22	
2. CONTRACT NO. SP3300-14-C-0008		3. AWARD/EFFECTIVE DATE 2014 JUN 01		4. ORDER NUMBER		5. SOLICITATION NUMBER	
6. SOLICITATION ISSUE DATE		7. FOR SOLICITATION INFORMATION CALL:		a. NAME		b. TELEPHONE NUMBER (No collect calls)	
8. OFFER DUE DATE/LOCAL TIME		9. ISSUED BY DLA DISTRIBUTION OFFICE OF PROCUREMENT - EBS 2001 MISSION DRIVE NEW CUMBERLAND PA 17070-5000 USA Local Admin: Genesis Griffin PNNAB59 Tel: 717-770-4503 Email: Genesis.Griffin@dla.mil		CODE SP3300		10. THIS ACQUISITION IS <input type="checkbox"/> UNRESTRICTED OR <input checked="" type="checkbox"/> SET ASIDE: _____ % FOR: <input type="checkbox"/> SMALL BUSINESS <input type="checkbox"/> WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM <input type="checkbox"/> HUBZONE SMALL BUSINESS <input type="checkbox"/> EDWOSB NAICS: <input type="checkbox"/> SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS <input checked="" type="checkbox"/> 8 (A) SIZE STANDARD:	
11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED <input checked="" type="checkbox"/> SEE SCHEDULE		12. DISCOUNT TERMS Net 30 days		<input type="checkbox"/> 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)		13b. RATING	
14. METHOD OF SOLICITATION <input type="checkbox"/> RFQ <input type="checkbox"/> IFB <input type="checkbox"/> RFP		15. DELIVER TO SEE SCHEDULE		CODE		16. ADMINISTERED BY SEE BLOCK 9 Criticality: C PAS: None	
17a. CONTRACTOR/OFFEROR AKIRA TECHNOLOGIES, INC DBA 10 G ST NE STE 710 WASHINGTON DC 20002-4288 USA TELEPHONE NO. 2022485095		CODE 4HSQ0		FACILITY CODE		18a. PAYMENT WILL BE MADE BY DEF FIN AND ACCOUNTING SVC BSM P O BOX 369031 COLUMBUS OH 43236-9031 USA	
17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER <input type="checkbox"/>		18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED. <input type="checkbox"/> SEE ADDENDUM					
19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES			21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT
	See Schedule						
25. ACCOUNTING AND APPROPRIATION DATA See Schedule						26. TOTAL AWARD AMOUNT (For Govt. Use Only) \$380,777.77 EST	
27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4, FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA <input type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.							
27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4, FAR 52.212-5 IS ATTACHED. ADDENDA <input checked="" type="checkbox"/> ARE <input type="checkbox"/> ARE NOT ATTACHED.							
28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED				29. AWARD OF CONTRACT: REF. _____ OFFER DATED 0000-00-00. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH, HEREIN IS ACCEPTED AS TO ITEMS:			
30a. SIGNATURE OF OFFEROR/CONTRACTOR 				31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER)			
30b. NAME AND TITLE OF SIGNER (Type or Print) Eli Liang, COO		30c. DATE SIGNED 05/29/2014		31b. NAME OF CONTRACTING OFFICER (Type or Print)		31c. DATE SIGNED	